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Patent
256/167 (6646-101NQ)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No.: 256/167 (6646-101NQ)

First Named Inventor: Ronald A. Katz

Prior Application Information:

Examiner: Scott Weaver

Art Unit: 2748

BOX PATENT APPLICATION

Commissioner for Patents
Washington, D. C. 20231

FILING UNDER 37 CFR § 1.53(B)

This is a request for filing for a

continuation divisional continuation-in-part (CIP)

application under 37 CFR § 1.53(b) of pending prior application Serial No. 09/006,274 filed on January 13, 1998, by

Ronald A. Katz

entitled: TELEPHONIC-INTERFACE STATISTICAL ANALYSIS SYSTEM

For CONTINUATION or DIVISION APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied, referenced above, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

CERTIFICATE OF MAILING
(37 C.F.R. §1.10)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as 'Express Mail Post Office To Addressee' in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

EL360206835US
Express Mail Label No.

August 25, 2000
Date of Deposit
LA-158552.1

Connie Kwon
Name of Person Mailing Paper

Connie Kwon
Signature of Person Mailing Paper

jc917 U.S. PRO
09/648691

jc917 U.S. PRO
08/25/00

I. COPY OF PRIOR APPLICATION AS FILED IS ATTACHED

I hereby verify that the attached papers are a true and complete copy of what is shown in my records to be the above-identified prior application, including the oath or declaration as originally filed. (37 CFR § 1.53)

38 Page(s) of Written Description

15 Page(s) of Claims

1 Page(s) of Abstract

6 Sheet(s) of Drawings formal informal

1 Page(s) of Declaration, Power of Attorney, and Petition to the principal attorney

1 Page(s) of Associate Power of Attorney from principal attorney

2 Page(s) of Power of Attorney by Assignee

2 Page(s) of a subsequent Revocation And Grant Of Power Of Attorney

Pursuant to 37 § CFR 1.63(d)(1), a newly executed oath or declaration is not required.

A newly executed oath or declaration is filed herewith

I hereby state that the amendment referred to in the declaration filed to complete the prior application, in accordance with the requirements of 37 CFR § 1.53(b), did not introduce new matter therein.

II. AMENDMENTS

Cancel in this application original Claims 2-28 of the prior application before calculating the filing fee. (At least one original independent claim must be retained for filing purposes.)

A Preliminary Amendment is enclosed. (Claims added by Amendment must be numbered consecutively beginning with the number next following the highest numbered original claim in the prior application.)

III. INFORMATION DISCLOSURE STATEMENT

An Information Disclosure Statement, PTO 1449, without copies of citations are submitted herewith.

IV. PETITION FOR SUSPENSION OF PROSECUTION FOR THE TIME TO FILE AN AMENDMENT

Filed herewith under separate cover is a petition for suspension of prosecution under 37 CFR § 1.103, together with the fee due under 37 CFR § 1.17 (h).

V. FEE CALCULATION (including claims presented in Preliminary Amendment)

BASIC FILING FEE:						\$690.00	
Total Claims	74	-	20	=	54	x \$18.00	\$972.00
Independent Claims	4	-	3	=	1	x \$78.00	\$78.00
Multiple Dependent Claims	\$260	(if applicable)			<input type="checkbox"/>		\$0.00
TOTAL OF ABOVE CALCULATIONS						\$1,740.00	
Reduction by $\frac{1}{2}$ for Filing by Small Entity. Note 37 CFR §§ 1.9, 1.27, 1.28. If applicable, Verified Statement must be attached.					<input type="checkbox"/>	\$0.00	
Misc. Filing Fees (Recordation of Assignment)						\$0.00	
TOTAL FEES SUBMITTED HEREWITH						\$1,740.00	

VI. SMALL ENTITY STATUS

A Verified Statement to establish small entity under 37 CFR §§ 1.9 and 1.27:

is attached.

has been filed in the prior application and such status is still proper and desired. [37 CFR § 1.28(a)]

VII. DRAWINGS

[NOTE: DO NOT CHECK THIS IF PRIOR CASE IS NOT TO BE ABANDONED.]

Transfer the drawings from the prior application to this application and, subject to Item 16 below, abandon said prior application as of the filing date accorded to this application. A duplicate copy of this request is enclosed for filing in the prior application file.
[May only be used if signed by (1) applicant, (2) assignee of record or (3) attorney or agent of record and before payment of issue fee. 37 CFR § 1.138.]

Transfer the following sheet(s) of drawings from the prior application to this application.

New drawings are enclosed formal informal

VIII. PRIORITY - 35 USC § 119

Priority of application Serial No. _____ filed on _____ in _____ is claimed under 35 USC § 119.

The certified copy has been filed in prior U.S. application Serial No. _____ on _____.

The certified copy will follow.

IX. RELATE BACK - 35 USC § 120

- Amend the Specification by inserting before the first line the sentence:
This is a continuation of co-pending application Serial No. _____ filed _____, which
will issue as U.S. Patent No._____ on _____.
- Relate back information included in preliminary amendment or specification.

X. INVENTORSHIP STATEMENT

- With respect to the prior co-pending U.S. application from which this application
claims benefit under 35 USC § 120, the inventor(s) in this application is (are):

- the same
- less than those named in the prior application and it is requested that the
following inventor(s) identified above for the prior application be deleted:

[Name(s) of inventor(s) to be deleted]

- The inventorship for all the claims in this application is:

- the same.
- not the same, and an explanation, including the ownership of the various
claims at the time the last claimed invention was made, is submitted.

XI. ASSIGNMENT

- The prior application is assigned of record to Ronald A. Katz Technology Licensing,
L.P.
- An Assignment of the invention to _____ is attached.

Ronald A. Katz Technology Licensing, L.P.

Name of Assignee

9200 Sunset Blvd., Suite 1005, Los Angeles, California 90069

Address of Assignee

Assignment recorded in PTO on September 26, 1994, Reel 7133, Frame 90-100

XII. FEE PAYMENT BEING MADE AT THIS TIME

Not attached. No filing fee is submitted. [This and the surcharge required by 37 CFR § 1.16(e) can be paid subsequently.]

Attached.

Filing fees. 1740.00

Recording assignment. [**\$40.00** 37 CFR § 1.21(h)(1)]
Petition fee for filing by other than all the inventors or person on behalf of the inventor where inventor refused to sign or cannot be reached.
[\$130.00; 37 CFR §§ 1.47 and 1.17(h)]

Petition fee to Suspend Prosecution for the Time Necessary to File an Amendment (New Application Filed Concurrently.)
[\$130.00; 37 CFR §§ 1.103 and 1.17(i)]

For processing an application with a specification in a non-English language.
[\$130.00; 37 CFR §§ 1.52(d) and 1.17(k)]

Processing and retention fee.
[\$130.00; 37 CFR §§ 1.53(f) and 1.21(l)]

Total Fees Enclosed \$1,740.00

XIII. METHOD OF PAYMENT OF FEES

Attached is a check in the amount of ____.

Charge Lyon & Lyon's Deposit Account No. **12-2475** in the amount of \$1,740.00.

XIV. AUTHORIZATION TO CHARGE ADDITIONAL FEES

The Commissioner is hereby authorized to charge the following additional fees by this paper and during the entire pendency of this application to Deposit Account No. **12-2475**:

37 CFR § 1.16(a) (filing fees)

37 CFR § 1.16(b) (presentation of extra claims)

37 CFR § 1.16(e) (surcharge for filing the basic filing fee and/or declaration on a date later than the filing date of the application)

37 CFR § 1.17 (application processing fees)

37 CFR § 1.18 (issue fee at or before mailing of Notice of Allowance, pursuant to 37 CFR § 1.311(b))

XV. INSTRUCTIONS AS TO OVERPAYMENT

Credit Lyon & Lyon's Deposit Account No. **12-2475**

Refund check

XVI. POWER OF ATTORNEY

The power of attorney in the prior application is to ____.

The power of attorney in the prior application is to the registered attorneys and/or agents listed below and members of or associates in the law firm of **LYON & LYON LLP**, 633 West Fifth Street, 47th Floor, Los Angeles, California 90071, Registration No. 11,611, whose members are registered to practice in the U.S. Patent and Trademark office:

Roland N. Smoot, Reg. No. 18,718
Conrad R. Solum, Jr., Reg. No. 20,467
James W. Geriak, Reg. No. 20,233
Robert M. Taylor, Jr., Reg. No. 19,848
Samuel B. Stone, Reg. No. 19,297
Douglas E. Olson, Reg. No. 22,798
Robert E. Lyon, Reg. No. 24,171
Robert C. Weiss, Reg. No. 24,939
Richard E. Lyon, Jr., Reg. No. 26,300
John D. McConaghay, Reg. No. 26,733
William C. Steffin, Reg. No. 26,811
Coe A. Bloomberg, Reg. No. 26,605
J. Donald McCarthy, Reg. No. 25,119
James J. Shalek, Reg. No. 29,749
Allan W. Jansen, Reg. No. 29,035
Robert W. Dickerson, Reg. No. 29,914
David B. Murphy, Reg. No. 31,125
James C. Brooks, Reg. No. 29,898
Jeffrey M. Olson, Reg. No. 30,790

Steven D. Hemminger, Reg. No. 30,755
Jerrold B. Reilly, Reg. No. 32,293
Paul H. Meier, Reg. No. 32,274
John A. Rafter, Jr., Reg. No. 31,653
Kenneth H. Ohriner, Reg. No. 31,646
Mary S. Consalvi, Reg. No. 32,212
Lois M. Kwasigroch, Reg. No. 35,579
Lawrence R. LaPorte, Reg. No. 38,948
Carol A. Schneider, Reg. No. 34,923
Hope E. Melville, Reg. No. 34,874
Michael J. Wise, Reg. No. 34,047
Richard J. Warburg, Reg. No. 32,327
and Reena Kuyper Reg. No. 33,830

The power appears in the original papers in the prior application.

The power does not appear in the original papers, but was filed on _____ in this application.

A new power has been executed and is attached.

Address all future communications to:

LYON & LYON LLP
633 West Fifth Street, 47th Floor
Los Angeles, California 90071
(213) 489-1600
Attention: Reena Kuyper

XVII. MAINTENANCE OF CO-PENDENCY OF PRIOR APPLICATION

- A petition, fee and response has been filed to extend the term in the pending **prior** application until _____. A copy of the petition for extension of time in the **prior** application is attached.
- A conditional petition for extension of time is being filed in the pending **prior** application. A copy of the conditional petition for extension of time in the **prior** application is attached.

XVIII. ABANDONMENT OF PRIOR APPLICATION

- Please abandon the prior application at a time while the prior application is pending or when the petition for extension of time or to revive in that application is granted and when this application is granted a filing date so as to make this application co-pending with said prior application. At the same time, please add the words "now abandoned" to the amendment of the specification set forth in Item IX above.

Respectfully submitted,

LYON & LYON LLP

By:

Reena Kuyper
Reg. No. 33,830

Dated: August 25, 2000

633 West Fifth Street, Suite 4700
Los Angeles, California 90071-2066
(213) 489-1600

Enclosures

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants:) Group Art Unit [Parent Case]: 2748
Ronald A. KATZ)
Serial No. Not Yet Assigned) Examiner [Parent Case]: Weaver, S.
Filed: Herewith)
For: TELEPHONIC-INTERFACE)
STATISTICAL ANALYSIS SYSTEM)

PRELIMINARY AMENDMENT

Box Patent Application
Commissioner for Patents
Washington, D.C. 20231

Sir:

Prior to examination, please amend the above-identified application as follows:

IN THE CLAIMS:

Please add claims 29-102 as follows and cancel claim 1, without prejudice.

29. A method to be utilized with a telephone facility for on-line handling of customer data contained in a memory in accordance with a select operating format and under control of a computer associated with the memory, comprising the steps of:

receiving incoming calls from callers;

receiving called terminal digital data (DNIS) signals automatically provided by said telephone facility relating to an incoming call to identify said select operating format

CERTIFICATE OF MAILING (37 C.F.R. §1.10)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as 'Express Mail Post Office To Addressee' (Label No. EL360206795US) in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

August 25, 2000
Date of Deposit

Connie Kwon
Connie Kwon

from a plurality of distinct operating formats and for also receiving caller telephone number data from said telephone facility;

testing the caller telephone number data against negative file data to limit access to at least a portion of the select operating format;

providing an operator terminal for use by a person to facilitate caller communication via the person through the telephone facility;

connecting an incoming call by a caller to said operator terminal under control of the computer based on a condition, said caller telephone number data being stored in said memory such that said computer in accordance with said select operating format is capable of accessing said customer data on a selected customer which has a telephone number corresponding to said caller telephone number data automatically provided from said telephone facility; said computer visually displaying said customer data on a selected customer and said operator terminal capable of providing data entries to said memory; and

updating said customer data on a selected customer contained in the memory by incorporating said data entries into said customer data.

30. A method according to claim 29, further comprising the step of:
prompting callers to enter digital data.

31. A method according to claim 29, further comprising the step of:
testing said customer data under control of the computer.

32. A method according to claim 31, wherein the testing step further comprises the step of testing a caller provided PIN number.

33. A method according to claim 29, wherein the data entries provided by the operator relate to a caller.

34. A method according to claim 29, further comprising the step of:

providing said operator terminal with a display of data relating to said select operating format under control of said called terminal digital data (DNIS) signals.

35. A method according to claim 29, wherein said customer data on said selected customer includes data specifying a limit on use.

36. A method according to claim 35, wherein said limit on use specifies a predetermined number of uses.

37. A method according to claim 35, wherein said limit on use specifies a one time only use.

38. A method according to claim 35, wherein said limit on use specifies a use relating to a dollar amount.

39. A method according to claim 35, wherein said customer data on a selected customer includes data based on a specified limit on a number of calls from said caller during specified multiple intervals of time wherein said specified limit is automatically refreshed at the beginning or the end of each of said multiple intervals of time.

40. A method according to claim 35, wherein said limit on use specifies an extent of access.

41. A method for use with a telephone facility for on-line handling of customer data contained in a memory in accordance with a select operating format and under control of a computer associated with the memory, comprising the steps of:

receiving incoming calls from callers;

receiving called terminal digital data (DNIS) signals associated with an incoming call automatically provided by the telephone facility to identify the select operating format from a plurality of distinct operating formats;

providing an operator terminal for use by a person to enable a caller to communicate via the operator through the telephone facility; and

receiving customer number data entered by a caller and storing the customer number data in a memory and further based on a condition coupling an incoming call to the operator terminal;

visually displaying the customer number data at the operator terminal; and

updating data relating to the caller in the memory by incorporating other data entries provided at the operator terminal.

42. A method according to claim 41, further comprising the step of:

under control of the select operating format, developing computer generated number data for at least certain of the customers.

43. A method according to claim 42, further comprising the step of:

providing said computer generated number data via voice signals to at least certain of the customers.

44. A method according to claim 42, further comprising the step of:

issuing said computer generated number data in sequential order to at least certain of the customers.

45. A method according to claim 43, further comprising the step of:

utilizing said computer generated number data to identify transactions for at least certain customers and for storing said computer generated number data in said memory.

46. A method according to claim 42, further comprising the step of:

receiving caller telephone number data automatically provided by the telephone facility for each customer and utilizing said caller telephone number data to control certain operations of the select operating format.

47. A method according to claim 43, further comprising the step of:

imposing a limit on use with respect to at least certain operations of the select operating format for at least certain of the customers.

48. A method according to claim 47, wherein the limit on use imposed on at least certain customers relates to a dollar amount.

49. A method according to claim 47, wherein the limit on use imposes a one time only use on at least certain customers.

50. A method according to claim 47, wherein the limit on use imposes a predetermined number of uses on at least certain customers.

51. A method according to claim 47, further comprising the step of:
further testing said limit on use with respect to at least certain customers based on a predetermined period of time.

52. A method according to claim 46, further comprising the step of:
imposing a limit with respect to at least certain customers based on a predetermined period of time.

53. A method according to claim 41, further comprising the step of:
testing said customer number data against negative data.

54. A method according to claim 53, further comprising the step of:
generating computer number data and providing the computer number data to at least certain of the customers via voice signals.

55. A method according to claim 54, wherein the computer generated number data is provided to at least certain customers in sequential order.

56. A method according to claim 53, further comprising the step of:

utilizing the computer generated number data to identify transactions with respect to at least certain customers; and
storing the computer generated number data in the memory.

57. A method according to claim 53, further comprising the step of:
imposing a limit on use with respect to at least certain operations of the select data operating format for at least certain customers.
58. A method according to claim 57, wherein the limit on use imposed on at least certain customers relates to a dollar amount.
59. A method according to claim 57, wherein the limit on use imposed on at least certain customers specifies a predetermined number of uses.
60. A method according to claim 57, wherein the limit on use imposed on at least certain customers specifies a one time only use.
61. A method according to claim 53, further comprising the step of:
selectively providing different cues to customers based on customer identification data.
62. A method according to claim 53, further comprising the step of:
receiving customer telephone number data automatically provided by the telephone facility; and
utilizing the customer telephone number data to control certain operations of the select operating format.
63. A method according to claim 62, further comprising the step of:
storing the customer telephone number data.
64. A method according to claim 41, further comprising the step of:

further testing the customer number data for at least certain callers to determine if the customer number data is of record.

65. A method according to claim 41, further comprising the step of:
further testing the customer number data to determine if the customer number data has exceeded a limit on use imposed on at least certain callers.
66. A method according to claim 65, wherein the limit on use relates to a dollar amount.
67. A method according to claim 65, wherein the limit on use imposed on at least certain callers specifies a one time only use.
68. A method according to claim 65, wherein the limit on use imposed on at least callers specifies a predetermined number of uses.
69. A method according to claim 65, wherein the limit on use is imposed on at least certain callers during a predetermined period of time.
70. A method according to claim 65, further comprising the step of:
further testing the customer number data against a file of negative data.
71. A method according to claim 41, further comprising the step of:
providing computer generated number data to at least certain of said callers via voice signals.
72. A method according to claim 71, storing the computer generated number data in association with the customer number data.
73. A method according to claim 65, further comprising the step of:
selectively providing different cues to at least certain callers to prompt responses based on customer identification data.

74. A method according to claim 41, further comprising the step of:
selectively receiving calling number identification data and utilizing the calling number identification data to test for fraud against a database of calling number identification data.

75. A system according to claim 41, wherein the number data relating to a customer includes expiration date data.

76. A system for use with a telephone facility for on-line handling of customer data contained in a memory in accordance with a select operating format and under control of a computer associated with the memory, comprising the steps of:
means for receiving called terminal digital data (DNIS) signals associated with an incoming call automatically provided by the telephone facility to identify the select operating format from a plurality of distinct operating formats;
an operator terminal for use by a person to enable a customer to communicate via the operator through the telephone facility; and
interface switching means connected to the receiving means and the operator terminal for receiving incoming calls;
processing means connected to the interface switching means for receiving number data relating to a customer and storing the number data in a memory, said processing means under control of the select operating format, further using the number data to selectively determine at least one appropriate cue to avoid repetition of a cue for every different one of at least certain customers to prompt appropriate responses from the customers, in addition, said processing means capable of coupling an incoming call to the operator terminal based on a condition, and providing a visual display of at least a portion of the number data relating to a customer at the operator terminal to allow other data entries to the memory from the operator terminal to update data relating to the caller stored in the memory.

77. A system according to claim 76, further comprising:

qualification structure for testing the customer number data to determine if the customer number data has exceeded a limit on use imposed with respect to at least certain callers.

78. A system according to claim 77, wherein the limit on use relates to a dollar amount.

79. A system according to claim 77, wherein the limit on use imposed on at least certain callers specifies a one time only use.

80. A system according to claim 77, wherein the limit on use imposed on at least certain callers specifies a predetermined number of uses.

81. A system according to claim 77, wherein the limit on use is imposed on at least certain callers during a predetermined period of time.

82. A system according to claim 76, wherein the means for receiving also receives calling number identification data for each customer as part of the number data and wherein the calling number identification data is utilized to control certain operations of the select operating format.

83. A system according to claim 82, wherein the calling number identification data is stored in the memory.

84. A system according to claim 76, wherein the qualification structure also tests the number data to determine if it is of record.

85. A system according to claim 84, wherein the qualification structure further tests the number data against negative file data.

86. A system according to claim 76, wherein the processing means determines and provides an appropriate cue to avoid duplicating a cue.

87. A system according to claim 76, wherein the number data relating to a customer includes expiration date data.

88. A system for use with a telephone facility for on-line handling of customer data contained in a memory in accordance with a select operating format and under control of a computer associated with the memory, comprising:

means for receiving called terminal digital data (DNIS) signals associated with an incoming call automatically provided by the telephone facility to identify the select operating format from a plurality of distinct operating formats;

an operator terminal for use by a person to enable a caller to communicate through the telephone facility;

interface switching means connected to the receiving means and the operator terminal for receiving incoming calls;

a voice generator for providing callers with voice prompts to enter responsive data;

qualification structure connected to the interface switching means for testing the customer number data to determine if the customer number data is of prior record to limit or prevent access to at least certain operations of the select operating format; and

processing means connected to the interface switching means for receiving customer number data entered by a caller and storing the customer number data in a memory for subsequent display and further based on a condition coupling an incoming call to the operator terminal, said processing means providing a visual display of at least a part of the customer number data at the operator terminal and updating the memory by incorporating other data entries provided at the operator terminal.

89. A system according to claim 88, wherein the qualification structure further tests the customer number data against negative file data.

90. A system according to claim 88, further comprising:

a computer number generator for generating computer number data for at least certain callers and providing the computer number data to at least certain callers via the voice generator.

91. A system according to claim 90, wherein the qualification structure tests a limit on use imposed with respect to at least certain operations of the select operating format for at least certain callers.

92. A system according to claim 91, wherein the limit on use imposed on at least certain callers specifies a one time only use for at least certain callers.

93. A system according to claim 91, wherein the limit on use imposed on at least certain callers relates to a dollar amount.

94. A system according to claim 91, wherein the limit on use imposed on at least certain callers relates to a predetermined number of uses.

95. A system according to claim 91, wherein the limit on use is imposed on at least certain callers during a predetermined period of time.

96. A system according to claim 88, further comprising:

a computer number generator for generating computer number data to identify transactions for at least certain callers, said computer number data stored in the memory to subsequently identify the transactions.

97. A system according to claim 96, wherein the computer number data is provided to at least certain callers via a voice generator.

98. A system according to 88, wherein the processing means selectively provides different cues to avoid repetition of cues to at least certain callers as determined by the customer number data.

99. A system according to claim 88, wherein calling number identification data automatically provided by the telephone facility for at least certain callers serves as their customer number data.

100. A system according to claim 88 wherein the means for receiving further receives calling number identification signals automatically provided by the telephone facility.

101. A system according to claim 100, wherein the qualification structure further tests the calling number identification signals against a database of calling number identification data to determine fraudulent use.

102. A system according to claim 100, wherein the customer number data includes expiration date data.

REMARKS

By this preliminary amendment, Applicant is canceling claim 1, without prejudice, and introducing claims 29-102 for the Examiner's consideration. Of these claims, only claims 29, 41, 76, and 88 are independent and the remaining variously depend on them. Claims 29 and 41 of the present application are drafted in method form as opposed to claims 29 and 41 of Applicant prior application 09/006,274, that were allowed in structure form. Claims 76 and 86 are in structure form and recite limitations of allowed claim 41 (from Applicant's prior application 09/006,274) in addition to further limitations that could have been presented as dependent claims in the prior application. Favorable consideration and allowance of claims 29-102 are respectfully requested.

Applicant believes that the claims presented here are distinct from the prior art of record in the prior application. For the Examiner's convenience copies of the Forms PTO-1449 indicating the references already considered by the Examiner are submitted with this preliminary amendment. Of all the references of record, the patent to Daudelin is of some interest to certain present claims. Although the present claims are variously distinct for a myriad of reasons, two

significant reasons are that Daudelin does not teach DNIS nor does it teach displaying data entered by a caller at the operator terminal.

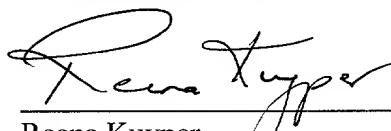
Another patent to Marino (cited on another Form PTO 1449) has been alleged to be of some interest to the recitation that appears here in the dependent claims whereby different cues may be provided to callers. However, Applicant respectfully submits that Marino's system is different because it simply plays advertisements or announcements to callers that last a certain duration of time as predetermined by callers in contrast to Applicant's system, which prompts or cues callers in accordance with a select operating format for responses that are either stored or used to update caller records. The only input provided by callers on-line is the duration of time that a caller has for listening to advertisements. In addition, Marino provides a round-robin type of sequencing of appropriate advertisements to insure that no appropriate advertisements within the interest profile of the caller is neglected. The interest profile is specified by the caller on the caller's monthly bill or otherwise periodically submitting information cards.

Although the Applicant's reasons why the present claims are distinct are urged above, Applicant encourages the Examiner to independently assess the art that is made of record with respect to this application.

Favorable consideration and allowance of the present claims is respectfully requested.

Respectfully submitted,

LYON & LYON LLP

By: 
Reena Kuyper
Registration No. 33,830

Dated: August 25, 2000

633 West Fifth Street, Suite 4700
Los Angeles, California 90071-2066
(213) 489-1600

S P E C I F I C A T I O N

TELEPHONIC-INTERFACE STATISTICAL ANALYSIS SYSTEMBackground and Summary of the Invention

This is a continuation application of Application Serial No. 09/006,274 filed January 13, 1998, and entitled "Telephonic-Interface Statistical Analysis System", which is a continuation application of Application Serial No. 08/473,320 filed June 7, 1995, and entitled "Telephonic-Interface Statistical Analysis System", now U.S. Patent No. 5,815,551, which is a continuation application of Application Serial No. 07/335,923 filed April 10, 1989, and entitled "Telephonic-Interface Statistical Analysis System", now U.S. Patent No. 6,016,344, which is a continuation of Application Serial No. 07/194,258 filed May 16, 1988, and entitled "Telephonic-Interface Statistical Analysis System", now U.S. Patent No. 4,845,739, which is a continuation-in-part of Application Serial No. 07/018,244 filed February 24, 1987, and entitled "Statistical Analysis System For Use With Public Communication Facility," now U.S. Patent No. 4,792,968, which was a continuation-in-part of Application Serial No. 06/753,299 filed July 10, 1985, and entitled "Statistical Analysis System For Use With Public Communication Facility," now abandoned.

Various forms of publicly accessible communication systems for providing access to a central station have been proposed, some involving telecommunications. However, sometimes a need for ancillary functions arise in that regard, e.g. it may be desirable to positively identify a large group of persons, as a demographically controlled group, or a specifically entitled group, then statistically analyze data from the group so as to accurately identify certain persons in the group and select a subset of at least one person. Specifically, it may be desirable to obtain medical data from an entitled group of people, to

correlate such data, perhaps introduce external data, then identify a select subset of the group. In that regard, a need exists for an improved, effective, economical, and expedient system of telecommunication incorporating means for performing qualification, identification, analysis and selection of individual persons.

It has been proposed to interface persons at telephone calling stations directly with a computer facility. In accordance with such arrangements, recorded voice messages prompt callers to provide data by actuating the alphanumeric buttons that are conventionally employed for dialing from one telephone station to another. In one prior arrangement, a caller may actuate dialing buttons to selectively attain a communication channel or to address specific information in a computer. In another arrangement, dialing buttons may be actuated to specify a billing designation as for requested services. Generally, such systems are believed to have been somewhat limited in scope, often involving difficulties that are frustrating or confusing to a caller. Nevertheless, such techniques have been widely used to enhance and broaden communication.

In general, the present invention comprises a telephonic-interface system and related process for selectively utilizing both analog (voice) and digital telephonic communication in a variety of different interface formats or programs, as to select or qualify a set of callers, enable positive identification of at least certain of the callers in the set, acquire data from callers in the set, statistically analyze acquired data, as in combination and in association with external data (time independent), and accordingly to isolate a subset of the callers with verifiable identification. That is, the external data (separate from caller-provided data) may be introduced at any of a variety of different times in relation to the caller data.

For example, a voice origination apparatus may prompt individual callers who (after qualification) provide select digital data to develop a record for further processing either

immediately, upon the evolution of a defined set of callers or upon the establishment of select external data. Thus, following a qualification phase, the information acquisition phase may be concurrent or consecutive with respect to the processing phase. When appropriate, abort capability allows a caller to remain "off hook" and go to analog (vocal) communication. The caller then interfaces directly with an operator. For example, as disclosed in detail below, the calling number (ANI) is provided by the communication facility, and may be registered to correlate data in relation to the callers.

The system of the present invention may qualify an entitled set of callers, then receive answer data in the course of the call and develop identification or designation data, sequence data and statistical data. The system may then provide data cells for storing individual data while assigning confirmable identifications to the entitled set. From the set, a subset is defined. That is, in accordance with various formats, acquired data is processed in statistical relationship, or in relation to applied external data to accomplish such functional operating formats as an auction sale, a contest, a lottery, a poll, a merchandising operation, a game, and so on.

A variety of memory techniques are used to selectively activate the voice origination apparatus. Accordingly, statistical analysis and selection can be effectively and economically accomplished with respect to a substantial set of callers who are accommodated individual communication through a telephone system.

Brief Description of the Drawings

In the drawings, which constitute a part of this specification, exemplary embodiments exhibiting various objectives and features hereof are set forth, specifically:

FIGURE 1 is a block diagram of a system constructed in accordance with the present invention;

FIGURE 2 is a fragmentary diagrammatic representation of a storage cell format as may be developed in the system of FIGURE 1;

FIGURE 3 is a flow diagram of one operating format of the system of FIGURE 1;

FIGURE 4 is a block diagram of a form of processor or function unit as may be employed in the system of FIGURE 1;

FIGURE 5 is a fragmentary diagrammatic representation of a storage cell format as may be developed in the system of FIGURE 1 with the processor of FIGURE 4;

FIGURE 6 is a block diagram of elements in an operating function unit of FIGURE 4;

FIGURE 7 is a diagrammatic representation of a storage cell format as may be developed in the system of FIGURE 4;

FIGURE 8 is a block diagram of elements in an operating function unit of FIGURE 4; and

FIGURE 9 is a block diagram of the connections between the CPU and remote stations.

Description of the Illustrative Embodiments

As required, detailed illustrative embodiments of the present invention are disclosed herein. However, physical communication systems, data formats, and operating structures in accordance with the present invention may be embodied in a wide variety of forms, some of which may be quite different from those of the disclosed embodiments. Consequently, the specific structural and functional details disclosed herein are merely representative; yet in that regard, they are deemed to afford the best embodiments for purposes of disclosure and to provide a basis for the claims herein which define the scope of the present invention.

Referring initially to FIGURE 1, a series of remote telephone-instrument terminals T1 through Tn are represented (left). The terminals are generally similar, and accordingly, only the terminal T1 is illustrated in detail.

In the disclosed embodiment, the remote terminals T₁ through T_n represent the multitude of conventional telephone terminals that are coupled to a communication facility C which may take the form of a comprehensive public telephone system for interconnecting any associated terminals T₁-T_n. In accordance with the present system, the terminals T₁-T_n operate through the communication facility C to be coupled with a central station D, an embodiment of which is illustrated in some detail.

Generally in accordance with the present development, individual callers use the individual telephone stations T₁ through T_n to interface the station D through the communication facility C. Callers may be screened or qualified. Also in accordance herewith, the data of individual callers may be collected, correlated and tested in the station D for processing in accordance with various programs and external data. As a consequence, various objectives are accomplished. For example, a select subset of the callers may be isolated and specifically identified, or related data may be processed, or transactions may be actuated. The possibilities for application of the system are substantial and varied as will be apparent from the exemplary structure and functions as described in detail below.

In one operating process format, the public might be polled with regard to locating the specific purchasers of a defective or dangerous product. Alternatively, the public might be polled with the objective of locating persons susceptible to a specific ailment or disease. Public auctions of unprecedented participation are possible. Legal lotteries are enabled that are interesting, effective and very economical on an individual participant basis. The system also might be employed in various game formats or to automate a promotion or mail-order operation, even to the extent of including inventory control as detailed below.

In each functional operating format, the callers may be variously qualified on the basis of entitlement and may be identified for subsequent verification. The callers then may be

prompted, either through the interface or externally, to provide appropriate data.

Considering the system of FIGURE 1 in somewhat greater detail, it is to be understood that the communication facility C has multiplexing capability for individually coupling the terminals T₁-T_n to the central station D on request. In the illustrative embodiment of the system, the communication facility C comprises a public telephone network and the individual terminals T₁-T_n take the various forms of existing traditional or conventional telephone instruments.

The exemplary telephone terminal T₁ is represented in some detail to include a hand piece 10 (microphone and earphone) and a panel 12 provided with a rectangular array of push buttons 14 in the conventional configuration. Of course, the hand piece 10 accommodates analog signals while the panel 12 is a digital apparatus. Generally in accordance herewith, the hand piece 10 serves to manifest analog signals vocally to the caller.

In accordance with conventional telephone practice, alphabetic and numeric designations are provided on the buttons 14. For example, several of the buttons 14 carry three letters along with a decimal digit. Specifically, the button designated with the numeral "2" also carries the letters "A", "B" and "C". In that manner, the buttons 14 encompass the numerals "0-9", two symbols, and the alphabet except for the letters "Q" and "Z". Consequently, the buttons 14 accommodate the entry of decimal data, and to some extent alphabetic data.

The buttons 14 designated with symbols "*" and "#", along with the numeral "0", can be used by predetermined assignment to represent the letters "Q" and "Z" or any of a variety of other data or command components. Generally, in accordance herewith, the buttons 14 are employed to formulate digital data at the central station D in various formats determined by the instant specific use and operating format of the system.

Considering the central station D in somewhat greater detail, the communication facility C is coupled to interface a

series of processing systems P₁ through P_n (FIGURE 1, left). Specifically, the communication facility C is connected to the processing systems P₁-P_n through an associated series of automatic call distributors AC₁ through AC_n. Each of the automatic call distributors AC₁-AC_n accommodates one hundred lines from the communication facility C and accordingly, may accommodate and queue up to 100 calls.

Each of the automatic call distributors AC₁-AC_n may take various forms as well known in the prior art, functioning to queue incoming calls for connection to a lesser number of lines.

In the disclosed embodiment, from each of the call distributors AC₁-AC_n, fifty lines are connected respectively to the individual data processing systems P₁-P_n through an interface 20 and a switch 21. Thus, in the disclosed embodiment, each of the automatic call distributors AC₁-AC_n can accommodate one hundred lines, fifty of which may be active in association with one of the processing systems P.

The processing systems P₁-P_n are similar, therefore, only the processing system P₁ is shown in any detail. Collectively, the processing systems P₁-P_n are interconnected with a command computer terminal CT, at least one interface terminal IT, at least one printer PR and an audio unit AD. The command terminal CT is separately coupled to the audio unit AD.

As represented, the processing systems P₁ through P_n each contain a number of individual function units or processors PR₁ through PR_n. Although various other configurations and arrangements may be employed, the explanation is facilitated by including a plurality of individual function units as treated in detail below.

Considering the processing system P₁, fifty lines from the automatic call distributor AC₁ are connected to the interface 20, an exemplary form of which may be a commercially available Centrum, 9000 unit. The interface 20 incorporates modems, tone decoders, switching mechanisms, DNIS and ANI capability (call data analyzer 20a) along with voice interface capability. Note that the interface may actually perform analysis on data.

However, to preserve the disclosed embodiment manageable, major analysis is explained with reference to processors.

Generally, DNIS capability is a function of the communication facility C (composite telephone system) to provide called terminal digital data indicating the called number. ANI capability is a similar function whereby the digital data indicates the calling number with calling terminal digital signals. Both capabilities are available for use with equipment as the interface 20 and to provide control through the call data analyzer 20a.

Accommodating up to fifty independent calls on separate communication paths to the central station D, the interface 20 is capable of providing analog (voice) signals to prompt each caller. Also accommodated are digital signals including the DNIS and ANI signals. The system contemplates the possibility of utilizing sequences of lines in rotary as well as blocking sequences of lines, the numbers for which command a particular program or operation format of a function unit as disclosed in detail below.

The interface 20 provides the connection of the fifty lines to a switch 21 which is in turn coupled to fifty function units, or processors PR₁-PR_n. As indicated above, multiple-function units, or processors, are described in the disclosed embodiment to facilitate the explanation. Of course, non-parallel techniques and multiplexed operations might well be employed as alternatives. For a similar reason, as disclosed herein, each of the processors PR₁-PR_n includes memory cells for each of the callers' individual data. Development and compilation of data in such cells according to various operating formats is described below. In the disclosed embodiment, the processors PR₁-PR_n are connected collectively to the command computer terminal CT (incorporating a CRT display), the interface terminal IT, and the printer PR. Note that the CRT display serves to visually display data regarding select subsets as explained in detail below.

Exemplary detailed structures for the processors PR1-PRn are described below; however, in general, the units may comprise a microcomputer, for example, programmed as suggested above and as disclosed in detail below to accomplish specific operating formats. As an integral part of such formats, a caller may be qualified as belonging to an entitled set of persons or to accommodate specific demographic objectives. Also, callers may be designated both with respect to their significance and their identification. For example, callers may have different significance in a format, depending on the time or sequence of their call. Also, the designation of a caller may be exceedingly important in relation to the caller eventually being isolated as part of a subset, the members of whom must be accurately verified. As described below, the designations may involve multiple elements which may include: random number assignments, encryption techniques, utilization of calling numbers, identification data, sequence of call and so on to facilitate reliable verification. Note that the communication facility C has a customer billing structure B that is interfaced by the system.

On the qualification and designation of callers, the system enters a data accumulation phase during which digital data (formatted at one of the telephone terminals T1-Tn) is processed by one of the processors PR1-PRn. In general, the processing evolves a subset (at least one caller) the members of which may be verified and confirmed.

Either during the data accumulation phase, or after the processing phase to isolate a subset, a distinct operation may involve actuating the interface terminal T1 for direct local communication between the caller and an operator at the terminal T1. Another distinct operation may involve actuation of the printer PR to provide documents in relation to the operating format, as for providing award certificates as for verifying members of an isolated subset. Also, charge slips may be generated containing at least part of the data of a particular transaction.

An appreciation of the philosophical operation of a system in accordance with the present invention may now be enhanced by considering an exemplary operation of the illustrative embodiment of FIGURE 1 to isolate a subset of people who are susceptible to a particular disease or infirmity. The exemplary operation might involve a geographical area, as a large city or population center, in which a particular health problem is somewhat acute. For example, a major population center might be polled where coronary artery disease is a significant problem.

Accordingly, persons most susceptible to such disease could be identified for corrective recommendations.

People of the population center could be informed of the availability of a service for statistical health analysis. Accordingly, persons interested in their individual statistical situation would be motivated to utilize the service.

Specifically, individual callers would use the remote terminals T1-Tn to contact the central station D through the communication facility C and thereby provide personal information that would enable a statistical analysis in relation to existing data so as to isolate and inform (either real time or batch basis) those persons statistically most likely to be in need of corrective measures. In such applications, it may be important that the caller's identity be subject to reliable verification. Other applications or programs also may present a critical need for positively verifiable identification to the extent that credit card numbers and/or personal identification numbers may be employed.

An exemplary operation of the system, with regard to a specific caller, will now be treated referring somewhat concurrently to FIGURES 1, 2 and 3. As indicated above, FIGURE 2 indicates a data storage format for a memory cell in an exemplary processor PR and now will be considered with regard to an operating format in which data is composed for a caller.

Pursuing the above example, assume the existence of a caller at the remote terminal T1 (telephone number (213) 627-2222) who wishes to pursue health-related information on the basis of

statistical analysis. The caller lifts the hand piece 10 and in accordance with conventional techniques actuates the push buttons 14 to call for a select operating format, e.g. telephone number (213) 627-3333 and thereby establish communication through the facility C with a designated function unit in the central station D. Receiving the call signal, the automatic call distributor AC1 associates the called number ((213) 627-3333, rendered available using standard telephone DNIS techniques) through the interface 20 and the switch 21 to attain connection with the specific processor, e.g. the processor PR1 formatting the health-related program. Accordingly, the processor PR1 cooperates with the interface 20 to cue the interface 20 to operate as a voice generator.

The sequence of operations is represented to be initiated in FIGURE 3 by the "enter" block 40 which is accordingly followed by a "cue voice generator" command block 42.

If the ANI equipment is not employed, the voice generator in the interface 20 formulates speech, a representative form of which might be: "Thank you for participating in the coronary artery disease statistical analysis. Please give us your telephone number by actuating the call buttons on your telephone instrument."

Acting on the instructions, the caller would push the buttons 14 in sequence to indicate his telephone number, e.g. "(213) 627-2222". Alternatively, the interface 20 can accept the calling number ((213) 627-2222) according to its provision by standard ANI equipment of the communication facility C.

The resulting data signals are communicated from the interface unit 20 (FIGURE 1) to the processor PR1 for testing the telephone number as valid or entitled. Essentially, the format of a proper number prompts production of a valid or "good" signal. The test is indicated by the block 44 (FIGURE 3). If the response is not valid or entitled, for example contains an inappropriate number of digits or has been used to a point of excess, the operation of block 46 is initiated again cuing the voice generator 30 (FIGURE 1). The voice generator accordingly

instructs the caller, e.g.: "You have not entered a proper telephone number. Please reenter your telephone number by pressing the appropriate call buttons." The caller is then allotted a predetermined period of time to make a proper entry with the consequence that the system moves to a test operation as indicated by the block 48 (FIGURE 3). Specifically, block 48 poses the query: "Is the second try good?"

If the caller is again unsuccessful, the system purges the record as indicated by the block 50 and the call is terminated as indicated by the block 52. In an alternative mode, the processor PR1 may abort the interface and couple the interface terminal IT for direct personal communication with the caller. The interchange would then proceed, person-to-person.

If the caller responds with a proper telephone number, the operation proceeds. Specifically, the system sequences to record the response of the proper telephone number as indicated by the block 45. That is, the caller's telephone number is recorded in an assigned specific memory cell identified with the caller. The format of the cell C1 is indicated in FIGURE 2. The first portion, section 53, contains a form of identification data, i.e., the caller's telephone number, i.e. "(213) 627-2222".

Note that as explained above, if the second attempt to formulate a proper number is successful, as manifest by the block 48 (FIGURE 3), the response is recorded at that stage. In either case, exiting from the block 54 (FIGURE 3) invokes the next operation of again queuing the voice generator as indicated by the block 56.

As an alternative format, if a selective-group polling operation is performed, or callers are otherwise to be cleared for entitlement as mentioned above, a caller may be qualified by providing a "one-time" key number. The processor PR1 may incorporate a look-up table for proper key numbers which numbers may be coded using any of a wide variety of techniques. As a simple illustrative example, the key may comprise a precise number of digits that always total a particular numerical value.

The system proceeds after the caller is qualified. Specifically, the cue to the voice generator of the interface 20 (FIGURE 1) as represented by the block 56 produces a request for further information from the caller with further identification data and answer data. For example, the voice generator might request information by stating: "Please use the telephone buttons to indicate initials of your name."

The detailed operation is not represented in FIGURE 3 as it is similar to the operation illustrated by the blocks 42 through 54. However, again, a proper response is registered in the storage cell C1 as illustrated in FIGURE 2 by the number "53" also registered in the first section 53 of the cell.

The cycle of obtaining digital information from the caller next is repeated with respect to answer data, i.e. specific health data. For example, as illustrated in FIGURE 2, the next section 58 in the cell C1 receives an accumulation of health data, including the caller's age, weight, ..., pulse rate, and so on. Representative digital numbers are illustrated in FIGURE 2.

During the course of the telephonic communication, the processor PR1 formulates identification data for the caller specifically including: the chronological sequence of the call, the assigned designation of the call, and a set of acknowledgment digits for the call. Such data identification is registered in the caller's assigned cell C1 in accordance with the format of FIGURE 2 being stored in sections 62, 64 and 66. Note that the data may be stored in a coded interrelationship. For example, the acknowledgment digits may be related to the call record sequence. In the illustrative example, the chronological order number of the caller is 4951. The acknowledge digits may be derived from the sequence number. For example, as illustrated, a coded relationship may be established by adding "two" to each of the individual record sequence digits. Considering the example numerically:

Adding without propagated carries: 4951
 2222
 6173

Note that the confirmation data as acknowledgment digits can be extremely important, as to communicate with an isolated member of a subset. For example, identification could be published or circulated, as by a television broadcast, then respondents checked by use of confirmation data that may be confidential.

Continuing with the above example, the call chronological sequence registered for the caller is 4951 as represented in the section 62 while the acknowledge digits are 6173 as registered in the section 66. Additionally, the processor PR1 develops an assigned designation number, e.g. designation "4951684", which is registered in the section 64, the acknowledge code or digits, e.g. 6173, being registered in the section 66. These values are formulated in accordance with conventional number techniques during the data acquisition phase. With the exemplary numerals formulated, the operation proceeds.

The processor PR1 (FIGURE 1) cues the internal memory. That operation is indicated by the block 68 (FIGURE 3). Thus, the processor PR1 fetches the call record sequence, number, assigns a designation (if not previously assigned), and encodes the sequence number as the acknowledgment digits (if not previously accomplished). These operations are indicated by the block 70 (FIGURE 3).

Next, the processor PR1 (FIGURE 1) cues the voice generator in the interface 20, as indicated by the block 72 (FIGURE 3) to provide information to the caller. Specifically, for example, the voice generator in the interface 20 (FIGURE 1) might signal: "This transaction has been designated by the number 4951684, and is further identified by the acknowledgment digits 6173. Please make a record of these numbers as they will be repeated. Specifically, the designation number is 4951684. The acknowledgment digits are 6173. Please acknowledge this

transaction by pressing your telephone buttons to indicate the acknowledge digits 6173." In various applications as those involving security, the order and acknowledgment of callers may be very important. Therefore, data for confirmation associated with the order is important.

The system next proceeds to the test mode as indicated by the block 76 (FIGURE 3). If the caller provides the correct acknowledgment digits, the data is confirmed in the record as indicated by the block 80 and is registered in the cell C1 (FIGURE 2). Additionally, the voice generator is sequenced as indicated by the block 82 (FIGURE 3) to indicate the close of the communication and that the transaction is terminated as represented by the exit block 84.

In the event that a caller cannot confirm his acknowledgment digits, as indicated by the block 76, a repeat operation is performed as indicated respectively by the blocks 86 and 88. Specifically, the voice generator is queued for a second instructional message. In the event that the second attempt also fails, the data is purged and the call discounted as indicated by block 90 and an exit block 92. If the second try is successful (test block 88), as indicated by the block 80, the record is perfected as indicated above.

As a result of the likelihood of a large number of calls, as described above, data cells in the processors PR1-PRn (FIGURE 1) are developed with specific information indicative of a statistical sampling of the populace of concern. The data of that statistical sampling may be self-generating of specific conclusions with respect to a subset of individuals, and/or supplemental data to clearly manifest a significant subset. For example, the data may indicate a significant departure from an assumed normal characteristic. Such data, accumulated from the polling may be considered by logic comparisons in the computer 22 to select the subset of persons who should be isolated.

In addition to the self-generating conclusions available from the received data, the system may involve the introduction of external data. In the physical fitness example,

such external data might take the form of national statistical data. In any event, the processing operation usually involves comparison testing which compares caller data from individual memory cells of the processors P1-Pn (FIGURE 1) with test data that is supplied through the command terminal CT.

In the above example, members of the public in general were invited to use the service. A number of alternatives exist which might well impact on the statistical analysis. For, example, a list may be preserved by a use-rate calculator to implement a consumable key operation. That is, a user is qualified to a specific limited number of uses during a defined interval.

As another example, callers might be restricted to the purchasers of a specific product as a medical apparatus for measuring blood pressures, heart rates, or so on. In such situations, it will be apparent that the statistical data will be somewhat distorted from an average or normal sampling. Clearly, the processors P1-Pn can be programmed to take into account such considerations. In that regard, the processors might also verify identification data proffered by a caller. Such data might take the form of a credit card number or a personal identification number. Methods for verification of such numbers using computer techniques are discussed below.

As indicated above and detailed below, the system can be programmed or formatted for use in a variety of applications.

Preliminary to considering exemplary forms of such applications, reference will now be made to FIGURE 4 showing an exemplary structural form for the processors PR1-PRn. From the switch 21 (FIGURE 1) a pair of communication lines 90 and 91 are indicated in FIGURE 4 (top left). The line 90 provides signals from a processing unit 92 while the line 91 provides signals to the processing unit 92 along with other components as represented in FIGURE 4. The separate lines 90 and 92 facilitate explanation.

The processing unit 92 may take the form of a mini-computer programmed to accommodate the functions of various applications, as disclosed in detail below. As indicated above,

the system may utilize a plurality of independent function units or processing units, e.g., processing unit 92, operating in a somewhat parallel configuration, or alternatively, a limited number of processors may be driven sequentially to accommodate the functional operations as described.

The input line 91 (upper left) is connected specifically to a qualification unit 93, a sequencer 94 and a designation unit 96, as well as the processing unit 92 as indicated above. The qualification unit qualifies access from a remote terminal T1-Tn to the processing unit 92 as described in detail below. In accordance with various applications or operating formats, the qualification unit 93, the sequencer 94 and the designation unit 96 operate preliminarily with respect to individual callers. Generally, these units qualify or test callers for entitlement, develop a sequence-of-calls record and provide forms of designations for callers that may be authenticated. As described in detail below, the units function in sequence to accomplish such operations and accordingly are each individually connected to the processing unit 92 and a buffer storage 97. Essentially, the buffer storage 97 is illustrated separately from the processing unit 92 along with the unit 93, sequencer 94, unit 96, and so on, again in order to facilitate the explanation. Similarly illustrated are a memory 98 (with cells C1-Cn), a look-up table 103 and a clock 105.

Considering the processor of FIGURE 4 in further detail, the qualification unit 93 (upper left) is connected to a look-up table 99 and a use-rate calculator 100. The designation unit 96 (top center) is connected to a random number generator 101 and an encryptor 102.

In view of the above structural description of the system, consideration will now be given to certain specific applications in relation to the operation of the system. In that regard, the operation of the system will next be considered to automate a mail-order facility.

Assume that a caller at a terminal T1 (FIGURE 1) dials a specific number to identify a mail order interface with the

system of FIGURE 1. For example, assume the telephone number "(213) 627-4444" for such an interface. Accordingly the caller dials the number at the remote terminal T1. As a result, the communication facility C couples the terminal T1 through the automatic call distributor AC1, the interface 20 and the switch 21 to a select processor PR1 identified and programmed for a mail-order operating format. Note that the communication facility C provides the dialed number ("(213) 627-4444") to the processing system P1 through well known telephonic equipment DNIS. Accordingly, a program is selected to execute the mail order interface.

As a preliminary action, a voice responder in the interface 20 might be cued by the processing unit to identify the mail-order house and indicate that the order will be taken by computer. Either before or after qualification, the caller might be advised that if he prefers to communicate directly with a person, or needs such contact at any point in the communication, he may accomplish it simply by pushing the asterisk button (*) at the terminal T1. Such action forms an abort signal that is detected by the processing unit 92 to transfer the communication to the interface terminal IT (FIGURE 1). Alternatively, the customer may be asked by the voice generator to provide (by voice) detailed information as name, address, etc. which is recorded for later processing.

After the preliminary information is supplied to a caller, the qualification phase is initiated. For example, the interface 20 might actuate the terminal T1 to announce: "Please indicate the type of credit card you will use for your purchase by pushing the button number 'one' for Mastercharge, 'two' for"

The caller's response, indicating a specific credit card, will be stored in a data cell; however, the data is developed initially in the buffer 97. The format and data for the present example (in the buffer 97) will be explained with reference to a storage block format 104 as illustrated in FIGURE 5. The first data block 130 accordingly registers a digit to

indicate the card that will be used to support the caller's purchase.

Using voice prompt, the interface 20 next instructs the caller to use the telephone buttons to indicate his credit card number and the expiration date of the card. That data is stored in the register 104, specifically in the blocks 132 and 134 as illustrated in FIGURE 5.

Next, the caller is asked for his customer number, as it may appear on his catalog. That number is stored in a block 136 of the block format register 104. Note that the caller may not be identified in the files of the mail-order house and in that event, the operation may be shifted to a manual operation to be continued through the interface terminal IT (FIGURE 1) as explained above. For a television-initiated mail-order transaction, other numerical codes might be employed as to key into broadcast schedules. For example, a code might be used to indicate program times and thereby enable evaluation of the productivity of such program times. Such operation may be performed during the designation phase as described below.

To continue with the explanation of the automated format, assume that the customer has a file customer number and that it is stored in the block format register 104 along with his credit card number and expiration date. From that location, the data is checked by the qualification unit 93 (FIGURE 4) for propriety as part of the test or qualification phase of operation. The check or test is in two stages and both are performed during an interval designated t_1 , the qualification unit 93 operating under control of the processing unit 92.

First, the data is verified as representing valid and proper data formats for the customer's number, the credit card number and expiration date. The second operation involves consulting a so-called negative list to assure that the identified card and customer's number have not been canceled, as for example in the case of credit cards that have been lost or stolen. Detailed structure for such tests is described in the

parent case from which this case continues and may be incorporated in the qualification unit 93.

With the successful completion and verification of the preliminary data in the block format register 104, the qualification phase of operation is concluded and the system next interfaces with the caller to acquire and process data for a specific order of merchandise. Note that in the mail-order operating format, the sequence of the call is not normally significant. However, the sequencer 94 may log the time during a period t2 if deemed worthwhile.

Somewhat as described above in relation to the initial operating format (health poll), the voice generator in the interface 20 prompts the caller through a series of exchanges that load the storage block format register 104 with a merchandise order. Thus, as purchase items are confirmed, the register 104 is loaded as exemplified by the blocks 140 and 142.

The interchange continues until the customer indicates he does not wish to order any additional items. The system then operates the designation unit 96 (FIGURE 4) during the interval t3 to develop and announce the acknowledgment digits as stored in the block 144 (FIGURE 5). The acknowledgment digits serve to identify the order both for the caller and the mail-order house.

Accordingly, tracing is facilitated. The data (FIGURE 5) is then transferred from the buffer 97 (FIGURE 4) to a select memory cell C1-Cn.

During the next interval t4, the processing unit 92 (FIGURE 4) isolates data of the cells C1-Cn to facilitate the mail-order process. In that regard, the processor 92 may incorporate structure and processing techniques as disclosed in the parent case.

Of the wide variety of other operating formats and applications in accordance herewith, further examples will now be described with reference to the systems of FIGURES 1 and 4. However, from a consideration of the operating formats treated below, it will be apparent that certain structural elements have reoccurring significance in the combination. Specifically, such

elements include the structures: (1) utilizing the called number to select a specific operating format, (2) for screening or selecting callers who will be accepted based on various criteria, (3) for designating callers in a manner to enable subsequent positive identification and (4) various processing aspects of the data manipulations including the provision of at least a portion of certain ID data provided directly from the telephone apparatus. With respect to the data processing, distinctive elemental features include the utilization of external data not available during the interval of gathering data, the utilization of an interrelationship between the composite data collected during a data acquisition period, and the operation of utilizing time or sequence of callers to accomplish a subset.

As the next illustrative operating format, an instant lottery system will be described. Accordingly, assume the existence of a legalized state lottery accommodated by the telephone system utilizing a pay-to-dial number ("(213) 976-xxxx") and restricted to a limited number of uses for defined intervals of time. For example, a person might be entitled to play the lottery a limited number of times or to the extent of a limited dollar value during a predetermined interval.

From the terminal T1 (FIGURE 1) the caller would actuate the push buttons 14 to establish contact with the processing system P1 coupling would be through the communication facility C, the automatic call distributor AC1, the interface 20 and the switch 21 as described in detail above. The initial operation then involves qualification of the caller to participate in the instant winner lottery. Again, ANI or caller interface techniques may be employed. If the caller is involved, the interface 20 is actuated by the qualification unit 93 during the operating interval t1 to instruct the caller: "Please key in your telephone calling number". As indicated above, an alternative involves the system simply registering the calling number on the basis of its provision by ANI equipment.

In any event, after the caller's telephone number is registered, the instruction is given: "Participation in instant

winner lottery is for persons over twenty-one years of age. Accordingly, please key in the year of your birth". A driver's license or credit card number may be similarly registered to confirm age. Alternatively, the combination of telephone number and date of birth could be used. In any event, the caller's data is registered and the qualification unit 93 then functions to test the data as provided. Specifically, the caller's telephone number is checked in a look-up table 99 to determine whether or not it is a proper and currently a valid number for use in the lottery. Concurrently, the number is checked by the use-rate calculator 100 to determine the number of times it has been used in excess of a predetermined number of calls or dollar value to participate in the lottery during a current interval of monitoring.

If the data indicates a qualified caller, the system proceeds to the next phase of designating the transaction. Note that the sequence is not significant in this operating format with the consequence that the interval t_2 and the operation of the sequencer 94 may be bypassed. Rather, the designation unit 96 operates during the interval t_3 to provide the caller with a designation for the current transaction and if applicable, updates the file as to current use or dollar value remaining for the caller's use. As explained above, the random generator 101 with or without the encryptor 102 may be employed to create an identification number which may include an encrypted form of the caller's telephone number. Accordingly, data for the transaction is established in the buffer 97 then set in a cell of the memory 98 (FIGURE 4). Specifically, the completed data cell format might be as follows: Telephone No. - Birth Year - Designation - Random No.

The system next functions to generate the random number as indicated above which will then be tested against a series of other numbers to determine whether or not the caller is a winner.

In that regard, elements in the processing unit 92 which accomplish the operation are illustrated in FIGURE 6 which will now be considered in detail.

A random number generator 160 functions on command to provide a three-digit number. With the consummation of a call, the random number generator 160 is actuated to provide the caller's random number in a selected caller cell 162. From that location, the caller's random number is compared with numbers from a register 164 by a comparator 166. The numbers in the register 164 were previously passed through a gate 174 from the generator 160. In the event of coincidence, the comparator provides an output "yes" signal to a line 168. Conversely, the failure of coincidence prompts the comparator 166 to provide a "no" output to a line 170. Essentially, a "yes" indicates a win while a "not" indicates the caller has lost.

The elements of FIGURE 6 provide a random operating format to determine winners on a somewhat statistical basis; however, the system increases the probability with the passage of time when no win occurs. In that regard, at the outset of an operating cycle, the random number generator 160 provides a random number that is passed through the gate 174 to the register 164. In the exemplary format, a three-digit number would be provided. At that stage, the caller's random number, from the cell 162, would be compared with the single number in the register 164 by the comparator 166. However, with the passage of time, calls are tallied or time is metered by a counter 178. Accordingly, upon the attainment of a predetermined count, the gate 174 is again qualified to enter another number in the register 164. Accordingly, an increasing set of numbers are held in the register 164 for comparison with each caller's number. Of course, the more numbers in the register 164, the higher probability of a caller winning and that relationship depends upon the duration or number of calls since the last winner.

Either a win or a loss as indicated within the processing unit 92 (FIGURE 4) prompts the interface 20 to respond appropriately to the caller announcing his results. If there is a win, the designation may be reinforced and additional identification may be taken as explained above. Of course, if the prize simply involves a credit on the caller's telephone bill

or his credit account, identification and designation become less critical considerations.

In the event of substantial awards to be claimed, the processing system P1 (FIGURE 1) may actuate the printer PR to produce a positive identification of the winner, which document may be redeemed only by the caller providing the assigned designation along with confirmation of his identification data.

Generally in relation to awards, the processing unit 92 may also utilize a random number format for determining the significance of awards. That is, a random number may be actuated to provide numerals from one through twenty, for example, the magnitude of the number generated for a caller indicating the significance of his award. Normally such information would be provided to the caller and registered in his memory cell.

With respect to memory cells generally, it is to be noted that actuated memory cells may be cleared for callers who are not winners. Accordingly, a limited number of memory cells store the subset of winners for subsequent confirmation processing and so on.

As another operating process format in accordance with the present invention, consider an auction sale. As disclosed herein, the auction format is associated with television as, for example, in the form of a cable channel for dedicated use during an interval of an auction sale.

Preliminarily, in accordance with the disclosed exemplary format, persons wishing to participate in the auction sale would make preliminary arrangements involving utilization of the system to establish authorization data for qualified bidders in cells C1-Cn of the memory 98 (FIGURE 4). In an alternative format, the bidders could simply be qualified immediately before bidding, as on the basis of a charge-card number or other identification.

Generally, it is contemplated that callers are coupled into the system only during the bidding on specific items of merchandise. Accordingly, some prequalification may be desirable

to facilitate the rapid accumulation of a bidding group with the introduction of a unit of merchandise.

In accordance with the disclosed format, an auctioneer conducts the sale in a somewhat traditional manner, recognizing that he is interfacing a relatively large audience through the system of the present invention and with a television connection.

Specifically, the auctioneer is cued as to audience reaction by a monitor incorporated in the command computer terminal CT (FIGURE 1). Essentially, the auctioneer is given an abstract or summary of the relative bidding as the auction progresses. In one format, the caller sees the auction on a television receiver.

That is, the monitor may be covered by a television camera to inform the audience and particularly interested bidders.

Consider the detailed steps of the operation.

As the auctioneer announces the next item for sale, it is televised to potentially interested bidders. In addition to being informed of the merchandise, potential bidders might also be reminded of the telephone number for participating in the auction. Accordingly, any interested person at a remote terminal T₁-T_n may dial the auction number and obtain access to the processing systems P₁-P_n. The caller would have a television set available, tuned for example to a cable channel.

Any preliminary qualification as indicated above will then be performed along with any appropriate designation. With regard to the designation, unless callers are identified as part of the qualification step, the designation unit 96 (FIGURE 4) assigns a limited-digit number to individual callers for use by the auctioneer interfacing the command computer and terminal CT.

Further designation and sequencing as disclosed herein also constitute part of the process. To the extent that qualification and designation operations may be performed, the operations are performed as described above with reference to FIGURE 4 by the qualification unit 93 and the designation unit 96. Of course, any of the safeguards and limitations as described herein may be employed as deemed appropriate for an auction format.

After the preliminaries, the auctioneer initiates the bidding with respect to a particular item that is observed by the callers on a television receiver as through a cable channel. Note that the audio may be variously coordinated through the telephone communication facility C and the audio channel of the caller's television. In a simple format, after an introductory phase, communication to callers with respect to the bidding is provided through the television link. Alternatively, the audio unit AD (FIGURE 1) may be employed.

Essentially, the auctioneer initiates the bidding by stating an initial value for the opening bid. Callers are invited to bid by actuating the push buttons 14 (FIGURE 1). For example, the auctioneer may invite an initial bid of one hundred dollars asking callers to so bid by entering an asterisk (*) by punching the button so designated. In accordance with one operating format, cells in the memory 98 (FIGURE 4) are actuated to register the bidding number in identified relationship with several calls. Note that although a record may be desirable, it is not usually necessary to record all bids, particularly at initial bidding figures. In any event, the individual processing units, e.g. unit 92 in individual processors PR₁-PR_n are interconnected (FIGURE 1) and operate to select the final and key bids.

After attaining the initial bid, the auctioneer may invite further bidding by seeking a bid of two hundred dollars or any bid. Such a bid might be accomplished either by punching the asterisk button to attain the solicited bid, or by using number buttons to enter a different bid, e.g. two hundred fifty by buttons "2", "5" and "0". Again, cells of the memory 98 are actuated to record select bids (sequence) at the higher value.

The status of the bidding is presented to the auctioneer by the monitor of the command computer terminal CT (FIGURE 1). Specifically, the auctioneer is provided an indication of the number of bidders at each level. If a sizeable number of callers bid at a specific value, the auctioneer may wish to advance the price significantly for the next round of

bidding. Thus, the auctioneer proceeds until a small group of remaining callers are addressed. Note that the display of the command terminal CT (FIGURE 1) may also inform the auctioneer of fresh bidders.

As the selection process proceeds, signals from the clock CL (FIGURE 1) are introduced to indicate the sequence of bidders. For example, assume the bidding has proceeded to a stage where only three bidders remain active. The auctioneer is informed by the command terminal CT of the order in which the callers made their bids. The sequence is also of record in the cells of the memory 78 (FIGURE 4) to indicate the sequence in the event that the final bid involves more than one caller. Of course, the first caller to respond with a bid would have priority in the purchase.

Normally at the conclusion of the bidding on a particular item, the contents of the cells in the memory 98 would be purged with only the final bidders being held in general memory within the processing unit 92. Of course, it is important to maintain a record of back-up bidders in the event the sale — not consummated with respect to the first of the highest bidders.

That is, a subset of the highest bidders is preserved for each item of merchandise in the event that the highest bidder fails to qualify or the sale otherwise cannot be consummated. Of course, a distinct advantage of the system is the ability to accommodate a vast auction participation group for items of substantial value and as a consequence the distillation of a subset of callers is exceedingly valuable information.

To consider another operating format in association with the television media, a system will now be described whereby television viewers participate on a real-time basis in a game show for prizes. The ability to involve television viewers in a program has the potential of expanding program interest along with the expanded participation.

Game shows in accordance herewith may take any of a wide variety of forms as several well known programs in which studio contestants compete for prizes. In utilizing the system

of the present invention to involve remote participants, it may be desirable to preliminarily qualify and designate callers as explained above. Specifically, prior to participating in an actual game show, interested participants interface the system as depicted in FIGURE 1, and in the course of an exchange as described above, the qualification unit 93 and the designation unit 96 cooperate with the processing unit 92 to accomplish preliminary data on potential participants in cells of the memory 96.

Various games will involve different screening processes and clearances. For example, a child's television game format may require parental clearance and in that regard written communication may be required for approvals. Such approval may require the assignment of a personal identification number to the child player as qualifying identification data.

As explained above, clearances may be perfected through the look-up table 99 (FIGURE 4) in association with the qualification unit 93 or approvals through a consumable key step may be extended to incorporate functions of the processing unit 92 in association with the memory 98. For example, if qualification simply involves a check-off operation, the look-up table 99 will normally be employed. However, in the case of preregistration for a participant, as in the case of the auction sale, the memory 98 is involved with the qualification unit 93 through the processing unit 92 to establish a data cell C1-Cn for each qualified participant. Thus, each potential participant to be qualified interfaces with the processing unit 92 during a preliminary interval of operation to provide data in one of the cells C1-CN to facilitate qualification for participation during a real-time game show.

At the time of the show, callers are qualified simply by reference to their assigned memory cell data for a verification. Thereafter, the caller's exchange information to supplement their data as with respect to the play which follows.

Specifically for example, a caller might select a studio audience participant with whom the caller is to be allied. The

interface operation may be essentially as described above wherein a voice generator in the interface 20 (FIGURE 1) provides signals which activate the remote telephone unit to speak the instruction: "If you wish to play with Player No. 1, please push button No. 1; if you wish to play with Player No. 2, please push button No. 2 and so on". The caller may also be instructed to indicate the extent of a wager. For example, "Push the number button indicating the points you wish to risk".

The participant data is stored in an assigned cell of the memory 98 (FIGURE 4) for the caller and as the game proceeds, the processing unit 92 tallies the caller's score. Scores are interrelated between individual processing units to actuate the terminal CT. Thus, individual accounting occurs for each of the calling participants on an on-line basis dependent upon the success of the studio players and their association with the callers. On-going accounting data may be provided at intervals or real time by the recorded voice to each contestant.

According to the described format, after an interval of play, the processing units, as the unit 92 (FIGURE 4), operate to isolate a subset of caller-players who have amassed the highest scores. Of course, various arrangements may be provided for awarding prizes to the select subset of winning callers.

The above format involves a real-time game show with an on-line operating format. A somewhat similar format involves nonreal-time operation and in that sense, callers may interface with the system of the present invention before and after the show; however, not primarily during the show. Such a show might involve a quiz for callers based on their ability to perceive and remember occurrences within the show. Preregistration may be employed, however, is not essential. Rather, callers may call after the broadcast of a program. In that event, sequence or time clocking may be very important to limit or control individual interfaces to a specific time or geographic "window".

That is, as suggested above, allocation-routing equipment and techniques may be employed in various of the formats to window callers. With the system, callers are screened or qualified at

the time of a call, identified in a particular calling sequence, designated for identification and quiz answers are given for subsequent processing. Alternatively, players could participate by providing their credit card for billing or be billed through the "pay-to-dial" network. Consider an exemplary format.

A key to participation in the game show may involve the purchase of a particular product. For example, a person desiring to participate may purchase a product which carries a concealed key number. The number serves as a caller's key to participation in the game show.

In accordance with the disclosed operating format, after watching the broadcast of a television show (possibly a serial episode) the participant actuates the push buttons 14 at one of the remote terminals T1-Tn to accomplish an interface communication with the select operating format. For example, the caller may actuate the buttons 14 for the station number "277-7777" which identifies the game format of current description.

Assume responsive operation of the communication facility C to couple the caller through the automatic call distributor AC1 to the interface 20. Upon establishing a connection, the interface 20 receives the caller's telephone number through ANI equipment and a data cell in the memory 98 (FIGURE 4) is assigned to the caller. Specifically, for example, associative coupling is provided for the caller through the switch 21 (FIGURE 1) to the processor PR1 containing the memory 98 (FIGURE 4) and a cell C2 assigned to the caller. A block format 200 is illustrated in FIGURE 7 indicating the data that is developed in the cell C2. At the outset, the caller's telephone number is stored in a section 201 followed by uses/month in section 202.

Next, the caller is greeted and requested to give the key number entitling him to participate in the game show. The instruction constitutes an initial action to take place in an interval of qualification during the time t1. The caller actuates the buttons 14 providing digital representations to the qualification unit 93 (FIGURE 4) and the look-up table 99 is con-

sulted. Note that the table 99 may be a large, shared unit that tabulates each of the key numbers and accounts for their use. If the caller has identified a proper key number, the process proceeds and the key number is accounted, i.e.. incremented or decremented to the limit of use if any. Alternatively, a repeat information operation may be requested as described in detail above.

As a further check during the qualification stage, the use-rate calculator 100 may function to determine whether or not an excessive number of calls have originated from the designated number. Thus, consideration involves calls or value with reference to a predetermined period of time. Again, a shared calculator may be used or addressing may obtain selectivity on the basis of calling numbers. If a large number of calls have originated from a single telephone terminal, a fraudulent situation may be suggested. Assuming no such indication occurs, the number of uses is registered in a section 200 (FIGURE 7) and the operation proceeds from the interval t1 to interval t2.

During the interval t2, the sequencer 94 registers the precise time of the call in the buffer storage 97, specifically in a section 204 as illustrated in FIGURE 7. With the entry of such data, the system passes from the operating interval t2 to t3.

The caller is next asked to identify himself in some specific manner. For example, the caller may simply be asked to provide the year of his birth. Alternatively, somewhat comprehensive information may be taken as in the form of drivers license numbers, social security numbers and so on. Of course, such data may be employed for subsequent identification of the caller and, accordingly, is registered in the buffer storage 97 (FIGURE 4). Specifically, identification information is registered in section 206 of the block 200 as shown in FIGURE 7.

In addition to receiving identification information from a caller, the system assigns a designation to the caller. Specifically, the random number generator 101 (FIGURE 4) provides a number which may be encrypted along with other identification

data as the caller's personal identification to provide a numerical designation that is registered in the storage 97. Specifically, the designation is stored in a section 208 as illustrated in FIGURE 7. With the designation operation complete, the interval t3 terminates initiating the data accumulation phase which occurs during an operating interval t4.

At this juncture, operating elements within the processing unit 92 will be considered in relation to an explanation of the manner in which select questions are provided to a caller and his answers received and recorded for subsequent processing to determine winners.

Preliminarily, reference will be made to FIGURE 8 showing elements involved in the operating format which are contained in the processing unit 92 (FIGURE 4) in association with the memory 98. To avoid confusion, the elements identified in FIGURE 8 are designated by fresh numerals.

To accommodate the exemplary operating format, a dramatic program might be recorded preparatory to the television broadcast. A substantial number of questions would then be formulated based on the dramatic program. For example, "How many people were present when the will was read?"

It is contemplated that the dramatic program would be broadcast to different geographical segments of the country during different time intervals. To accommodate the different time intervals, it is proposed to utilize different questions for each geographic segment. That is, the basic format can remain the same, only the questions change by time zone to avoid study and collaboration on questions as a result of time shifts. A question propounded to a Chicago caller should not be repeated to a Los Angeles caller. In any event, callers might be given three questions randomly drawn from a pool serving one geographic segment and three questions drawn from a different pool serving another geographic segment.

The signals for prompting a voice generator are registered in memory sections MS1 through MSn. Each of the memory sections MS1-MSn is served by an address input A11-AIn

respectively. Similarly, the address inputs AI1-AIn are instructed by random number generators NG1-NGn, in turn actuated by decoders DE1-DEn. Consider the operating sequence of the memory MS1 as an example.

The decoder DE1 is responsive to telephone calling numbers (provided by ANI equipment) indicative of a particular geographic area. Note, for example, that area code numbers afford an effective geographic classification of callers which is very useful in many formats or processes of statistical analysis in accordance herewith. Note that geographic (or other) classification in accordance herewith is also accomplished by the called numbers provided. Each of several television stations would solicit calls for different numbers as a result, either by DNIS or call channeling. Select processors would be reached through the interface units, e.g. interface 20 FIGURE 1. In operation, the decoder DE1 determines a call is from a specific geographic area and accordingly provides a signal to actuate the random number generator NG1. As a consequence, the random number generator NG1 provides a series of three random numbers in the form of addresses for the memory MS1. That is, the addresses may simply comprise three alphanumeric bits supplied to the address input AI1 to prompt the provision of three sets of voice generator signals for announcing the three questions in sequence.

For example, the first question might be as suggested above: "Push the button on your telephone for the number of persons present in the room when the will was read".

The voice generator signals are supplied from the memory MS1 (within the processing unit 92, FIGURE 4) to the interface 20 (FIGURE 1) which generates audio signals to actuate the caller's hand piece 10. Accordingly, the caller is instructed to answer three questions, the responses being recorded in a section 210 of the data block 200 (FIGURE 7). Note that the clock 105 (FIGURE 4) may be utilized to limit the response period allowed each caller.

As indicated above, to accommodate broadcast of the program in a different time slot for a different geographic area,

the decoder DE_n (FIGURE 8) actuates the random number generator NG_n to address the memory MS_n to provide three different questions as a result of a random selection. Accordingly, within a time or times (perhaps limited and offset) after the conclusion of the program, a substantial number of callers are accounted for in cells of the memory 98 and similar units of the composite system. The cells indicate sequences of calling and also may contain billing data where appropriate. That is, pay-to-dial operations avoid the need for billing, yet it may still be made of record.

Subsequent to the data accumulation phase of operation, the processing unit 92 (and its equivalents) is actuated during an off-line processing interval to isolate the subset of callers correctly responding to the questions. In accordance with one format, the subset of successful callers may be reduced to a sub-subset as by a random computer "draw" to define a group of significant winners. That is, a random number generator may be employed as explained above.

As an alternative to subsequent processing, the system may inform callers of their success during the course of the interface telephone call. That is, callers might simply be informed by cuing the voice generator: "Your answers are correct and in accordance with the program game, you will now be entered in the sweepstakes draw for the prize" Thus, the format defines a subset then further selects a sub-subset of winners. In any of the various formats, the status of the analysis can be televised by selecting a camera focused on the interface terminal IT.

Still another operating format for the system takes the form of polling operations to determine opinion or facts. An illustrative form of the format is disclosed below again in association with a television broadcast.

Generally, the illustrative polling format is contemplated in association with a television broadcast addressing a matter of current interest as, for example, a political issue or election. A master of ceremonies propounds

questions to a viewing audience, many of whom are on-line through an interface of a system of the present invention. The master of ceremonies or commentator instructs the callers who are regulated and controlled by the system of the present invention to provide digital data which the system processes to inform the commentator as with regard to subsets of callers. For example, the commentator may be statistically informed as to the numbers of callers holding specific views. Consider a specific exemplary operating format.

Assume the existence of a system in accordance with the present invention installed for use in association with a television broadcasting facility. Of course, various previous arrangements could be involved; however, according to one arrangement a commentator simply invites members of the viewing audience to call a specific number and express their views with respect to a specific issue. Callers located at terminals T₁-T_n (FIGURE 1) activate the terminals to accomplish an interface with one of the processing systems P₁-P_n as explained above. Note that the processor (or the interface 20 may involve operation of the qualification unit 93 (FIGURE 4) to prevent callers from loading the poll. That is, to prevent multiple calls from a single terminal that would distort a poll, the qualification unit 93 registers calls in association with the use-rate calculator 100. Interfacing a specific processor, callers are screened by the qualification unit 93 (FIGURE 4). In such a poll, it may be important to control the sampling group on a statistical basis. For example, it may be desirable to limit callers from each of several geographic areas. Accordingly, by the use of ANI equipment, the caller's telephone number is provided to the qualification unit 93 during the preliminary interval t₁, and a determination is performed with regard to the number of involved callers from the geographic area using the look-up table 99. On attaining a full quota from a specific area, a subsequent caller may be informed that the lines are full. Alternatively, the caller may be requested to provide his telephone number for screening in the event ANI equipment is not available.

The caller may be requested to provide additional information so as to poll a balanced group. For example, a caller might be asked questions concerning age, political registration and so on by prompting the interface unit 20 to pose audio questions and testing the digital results through the qualification unit 93 as with reference to the look-up table 99.

As indicated above, in the event that the broadcast television program is one of a series, it may be desirable to limit the extent of participation over a period of several programs. Accordingly, the use-rate calculator 100 (FIGURE 4) may be employed in association with the qualification unit 93. That is, if a calling number has participated in a prior poll, it may be denied access for a subsequent poll or its data not counted. Such operation would involve the use-rate calculator 100 in association with the qualification unit 93 performing logic tests to actuate the voice generator of the interface 20 for providing an appropriate interchange with a caller.

With the screening or qualification of a select group of callers, the sequencer 94 (FIGURE 4) may or may not be involved to identify the order of callers. Also, the designation unit 96 may or may not be involved in view of the fact that for many polls there is little interest in subsequently identifying callers.

In the poll-format operation of the system, it is important to provide a capability of defining select intervals during which callers may provide data. In one arrangement, with the consummation of a communication interface between a caller and a processor unit, the audio of the television broadcast is keyed from the audio unit AD through the switch 21 (FIGURE 1) for communication to the caller.

With a multiplicity of callers in interface relationship with the processors PR₁-PR_n as function units, a polling question is stated, for example: "If you favor expanded trade with ... at the tone press button one; if you do not, press button two".

To control the interval of polling, the command computer terminal CT (FIGURE 1) is actuated to enable the callers timely access to the processors.

At the expiration of a polling interval, the interfaces may be terminated or additional questions may be propounded. In any event, subsequent to the data-gathering phase, the bulk data is supplied to the command computer terminal CT incorporating computing facility to isolate subsets for communication by the broadcast. Accordingly, an effective on-line poll can be conducted with statistical sampling control and prompt display of responses.

As explained above, the arrangement of the function unit (or units) may be variously embodied in a single processor or many processors, depending on various considerations as time sharing, multiplexing, paralleling and so on. The systems as described above embody the components bulked together in one location. However, components of the system could be spaced apart geographically, using dedicated lines or polling techniques. An illustrative embodiment is shown in FIGURE 9.

Call distributors CD₁-CD_n are at different geographic locations along with associated interface units IA₁-IA_n and IB₁-IB_n. Each of the interface units, as unit IA₁ is coupled to a central processor 251 as indicated by lines 252, 254, 256 and 258. Each of the lines may take the form of a dedicated telephone line or a polling telephonic coupling.

In the operation of the system of FIGURE 9, the call distributors CD are coupled to a telephonic communication system and accordingly allow the interface units I to provide interface communication between the central processing unit 251 and a multitude of remote terminals T₁-T_n as illustrated in FIGURE 1. With data accumulated in the cells, it may be variously down loaded as to a central processing station. Thus, the distributed-component system is capable of executing the various formats as explained above with reference to the illustrative structure.

In view of the above explanation of exemplary systems, it will be appreciated that other embodiments of the present invention may be employed in many applications to accumulate statistical data, process such data, and define subsets of callers of concern. While certain exemplary operations have been stated herein, and certain detailed structures have been disclosed, the appropriate scope hereof is deemed to be in accordance with the claims as set forth below.

LA-158513.1

WHAT IS CLAIMED IS:

1. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface means coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from data developed by said terminal apparatus said interface means further including a consumable key test means to qualify callers with respect to limited use;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller; and

means connected to said interface means for processing said statistical data as to isolate a subset of said individual callers.

2. A statistical analysis system for use with a communication facility including terminal apparatus for individual callers, wherein said terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface means coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signals representative of identification and statistical data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

record means connected to said interface means for initiating a file and storing data relating to specific of said callers;

means coupled to said interface means and said record means for assigning individual designations to callers and storing said designations in said record

means, said designations including representations indicative of the calling order sequence of said individual callers; and means connected to said record means for processing statistical data as to identify a subset of said individual callers.

3. A statistical analysis system for use with a communication facility including terminal apparatus for individual callers, wherein said terminal apparatus may comprise a 6on,rentional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface means coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signals representative of identification and statistical data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller; and

manual terminal means for use by a person to communicate directly with at least one of said individual callers, said manual terminal means being coupled to said interface means and responsive to predetermined conditions to couple said manual terminal means to a caller terminal.

4. A system according to claim 3 further including means connected to said interface means for processing said statistical data as to isolate a subset of said individual callers and thereby actuate said manual terminal means.

5. A statistical analysis system for use with a communication facility including terminal apparatus for individual callers, wherein said terminal apparatus may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface means coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signals representative of identification and statistical data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

record means connected to said interface means for initiating a file and storing identification data and statistical data for specific callers including data developed by said terminal apparatus;

means coupled to said interface means and said record means for assigning individual designations to callers and storing said designations in said record means; and

means for recalling data stored in said record means in response to said individual designations.

6. A statistical analysis system for use with a communication facility including terminal apparatus for individual callers, wherein said terminal apparatus may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of

alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface means coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signals representative of identification and statistical data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

record means connected to said interface means for initiating a file and storing identification data and statistical data for specific callers including data developed by said terminal apparatus;

means coupled to said interface means and said record means for assigning individual designations to callers and storing said designations in said record means, said designations including representations of the telephone number of the terminal apparatus used by a caller; and

means connected to said record means for processing statistical data as to identify a subset of said individual callers.

7. A statistical analysis system for use with a communication facility including terminal apparatus for individual callers, wherein said terminal apparatus may comprise a conventional telephone instrument including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface means coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signals representative of identification and statistical data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

record means connected to said interface means for initiating a file and storing identification data and statistical data for specific callers including data developed by said terminal apparatus; and

means coupled to said interface means and said record means for assigning individual designations to callers and storing said designations in said record means, said designations including an encrypted representation of said data developed by said terminal apparatus.

8. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data and wherein said facility may provide calling terminal digital signals to a called station representative of a remote calling terminal, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

analysis means connected for processing data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing; and

call data analyzer structure for modifying said data from a plurality of callers under control of said terminal digital signals.

9. A control system according to claim 8 further including record means connected to said interface means for initiating a file and storing said terminal digital signals as identification at least in part for a caller.

10. A control system according to claim 8 further including switch means whereby passage of said data from a plurality of callers to said analysis means is controlled by said terminal digital signals.

11. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data and wherein said facility may provide called terminal digital signals to a called station representative of the called station, said control system comprising:

interface means coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

analysis means connected to said record means for processing said statistical data from a plurality of callers in combination and in accordance with a plurality of distinct formats to isolate a select subset of said callers by interrelated processing; and

means for actuating one of said distinct formats in accordance with said called terminal digital signals.

12. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

coupling structure including a plurality of interface units each capable of accommodating a plurality of communication paths coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means in said interface means coupled for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

record means connected to said interface means for initiating a file and storing identification data and statistical digital data for specific callers including data-developed by said terminal apparatus; and

analysis means connected to said record means for processing said statistical data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing.

13. A system according to claim 12 further including means for queuing said remote stations to said coupling means whereas to sequence interface communications.

14. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice

communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

analysis means connected for processing data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing; and

qualification means for qualifying access from said remote terminal apparatus to said analysis means.

15. A system according to claim 14 wherein said qualification means comprises means for limiting access from a remote terminal to said analysis means on the basis of accesses per interval of time.

16. A system according to claim 14 wherein said qualification means comprises means for limiting access from a remote terminal to said analysis means under control of said signals representative of data developed by said terminal apparatus.

17. A system according to claim 16 wherein said qualification means includes a look-up table.

18. A system according to claim 16 wherein said qualification means includes a use-rate calculator.

19. A statistical analysis system for use with a communication facility including remote terminal apparatus for

individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller; and

analysis means connected for processing data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing including a display structure for visually displaying data regarding said select subset.

20. A system according to claim 19 further including a printer.

21. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

a sequencer for developing sequence data signals as identification data;

record means connected to said interface means for initiating a file and storing identification data and statistical digital data for specific callers including data developed by said terminal apparatus; and

analysis means connected to said record means for processing said statistical data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing.

22. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

a qualification unit for developing qualification data signals as identification data;

record means connected to said interface means for initiating a file and storing identification data and statistical digital data for specific callers including data developed by said terminal apparatus; and

analysis means connected to said record means for processing said statistical data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing.

23. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

a designation unit for developing designation data signals as identification data consisting of at least two data elements;

record means connected to said interface means for initiating a file and storing identification data and statistical digital data for specific callers including data developed by said terminal apparatus; and

analysis means connected to said record means for processing said statistical data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing.

24. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice

communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

a sequencer for developing sequence data signals as identification data;

a qualification unit for developing qualification data signals as identification data;

a designation unit for developing designation data signals as identification data;

record means connected to said interface means for initiating a file and storing identification data and statistical digital data for specific callers including data developed by said terminal apparatus; and

analysis means connected to said record means for processing said statistical data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing.

25. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal

values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

record means connected to said interface means for initiating a file and storing identification data and statistical digital data for specific callers including data developed by said terminal apparatus;

analysis means connected to said record means for processing said statistical data from a plurality of callers in combination to isolate a select subset of said callers by interrelated processing; and

a qualification unit for controlling access of callers to said analysis means in accordance with the content of said record means.

26. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller;

a designation unit for developing designation data signals as identification data and including an encryptor; and

analysis means connected to said record means for processing said statistical data from a plurality of callers in

combination to isolate a select subset of said callers by interrelated processing.

27. A statistical analysis system for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said control system comprising:

interface structure coupled to said communication facility to interface said terminal apparatus for voice and digital communication and including means to provide signal values from signals representative of data developed by said terminal apparatus;

voice generator means coupled through said interface means for actuating said terminal apparatus as to provide vocal operating instructions to an individual caller; and

analysis means, connected for processing data from a plurality of caller's in combination to isolate a select subset of said callers by interrelated processing including a random number generator for selecting said subset.

28. A process for statistical analysis of data for use with a communication facility including remote terminal apparatus for individual callers, wherein said remote terminal apparatus may comprise a conventional telephone instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing identification and statistical data, said process including the steps of:

interfacing said communication facility to provide voice signals and receive digital identification and answer signals representative respectively of identification data and answer data developed by said terminal apparatus under control of said caller;

generating voice signals and supplying said voice signals to actuate said terminal apparatus, as to provide vocal operating instructions to a caller;

providing sequence signals representative of sequence data indicating the time sequence of a call with reference to the calls from other callers;

qualifying callers based on said digital identification signals;

designating callers based on said digital identification signals;

initiating files and storing data from qualified callers including, (1) answer data for specific callers as indicated by said answer signals, (2) sequence data as indicated by said sequence signals and (3) identification data as indicated by said identification signals;

providing external data signals representative of external data distinct from said answer data provided from said callers; and

comparing said answer data from said callers and analyzing said answer data with said external data in combination to isolate a select subset of said callers.

TELEPHONIC-INTERFACE STATISTICAL ANALYSIS SYSTEM

Abstract of the Disclosure

A system D interfaces with a multiplicity of individual terminals T₁-T_n of a telephone network facility C, at the terminals callers are prompted by voice-generated instructions to provide digital data that is identified for positive association with a caller and is stored for processing. The caller's identification data is confirmed using various techniques and callers may be ranked and accounted for on the basis of entitlement; sequence or demographics. Callers are assigned random designations that are stored along with statistical and identification data. A break-off control circuit may terminate the computer interface aborting to a terminal for direct communication with an operator. Real-time operation processing is an alternative to stored data. The accumulation of stored data (statistical, calling order sequence, etc.) is variously processed and correlated as with developed or established data to isolate a select group or subset of callers who can be readily identified and reliably confirmed. Different program formats variously control the processing of statistical data as for auction sales, contests, lotteries, polls, commercials and so on.

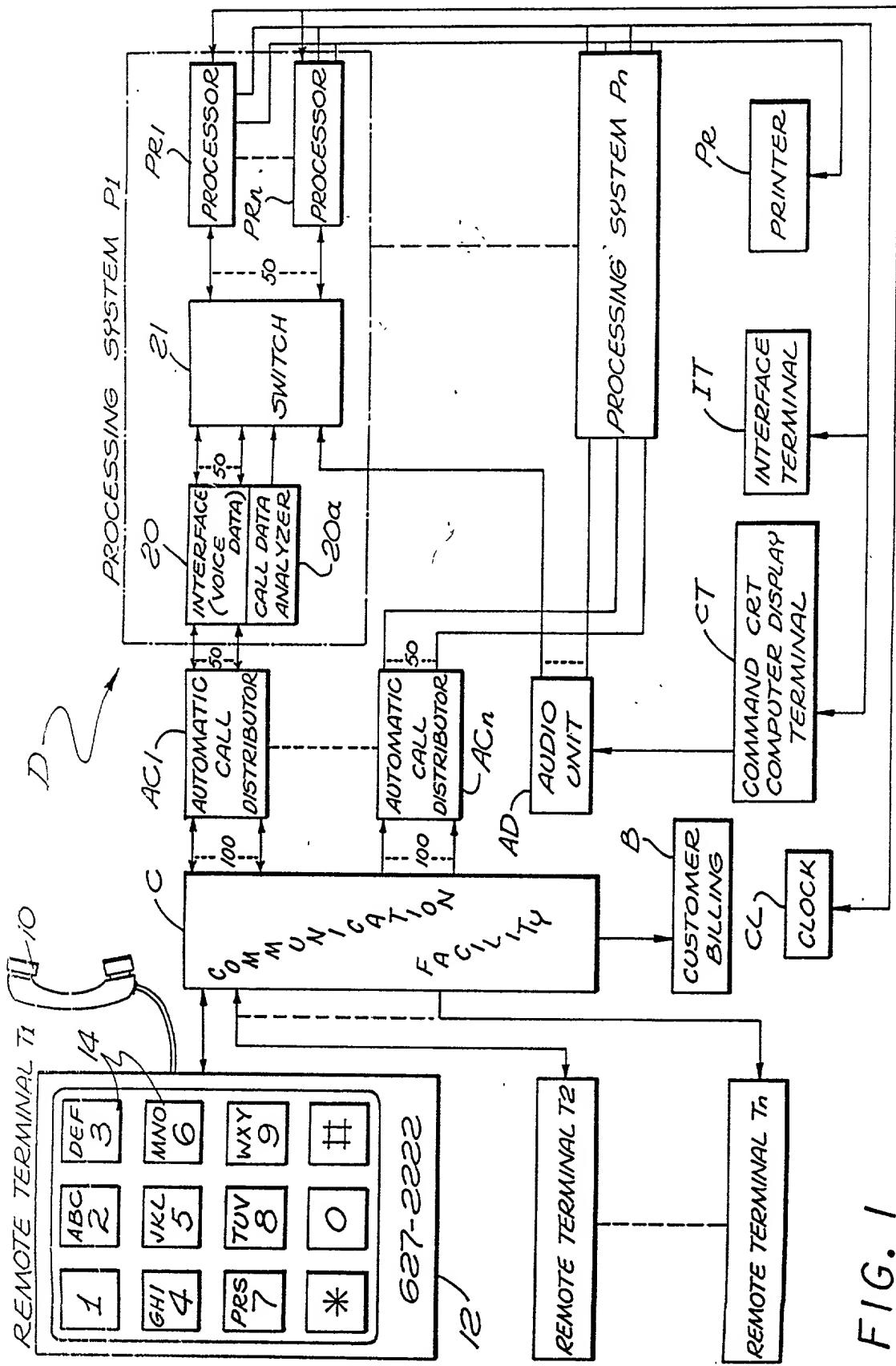


FIG. 1

53	51	58	60	64	66
CALLER'S TELEPHONE NUMBER AND INITIALS	DATA:	CALL RECORD SEQUENCE	ASSIGNED DESIGNATION	ACKNOWLEDGE DIGITS	
627-2222-53	47	176	77	495/684	6/73

FIG. 2

130	132	134	136	138	140	142	144
CARD TYPE	CARD #	CARD EXP. DATE	CUST. #	NAME ADDRESS	ITEM 1	COLOR SIZE CODE	ACKNOWLEDGE DIGITS

FIG. 5

201	202	204	206	208	210
CALLER'S TELEPHONE NUMBER	USES/ MONTH	TIME	I.D. DATA	DESIGNATION	QUESTION ANSWERS

FIG. 7

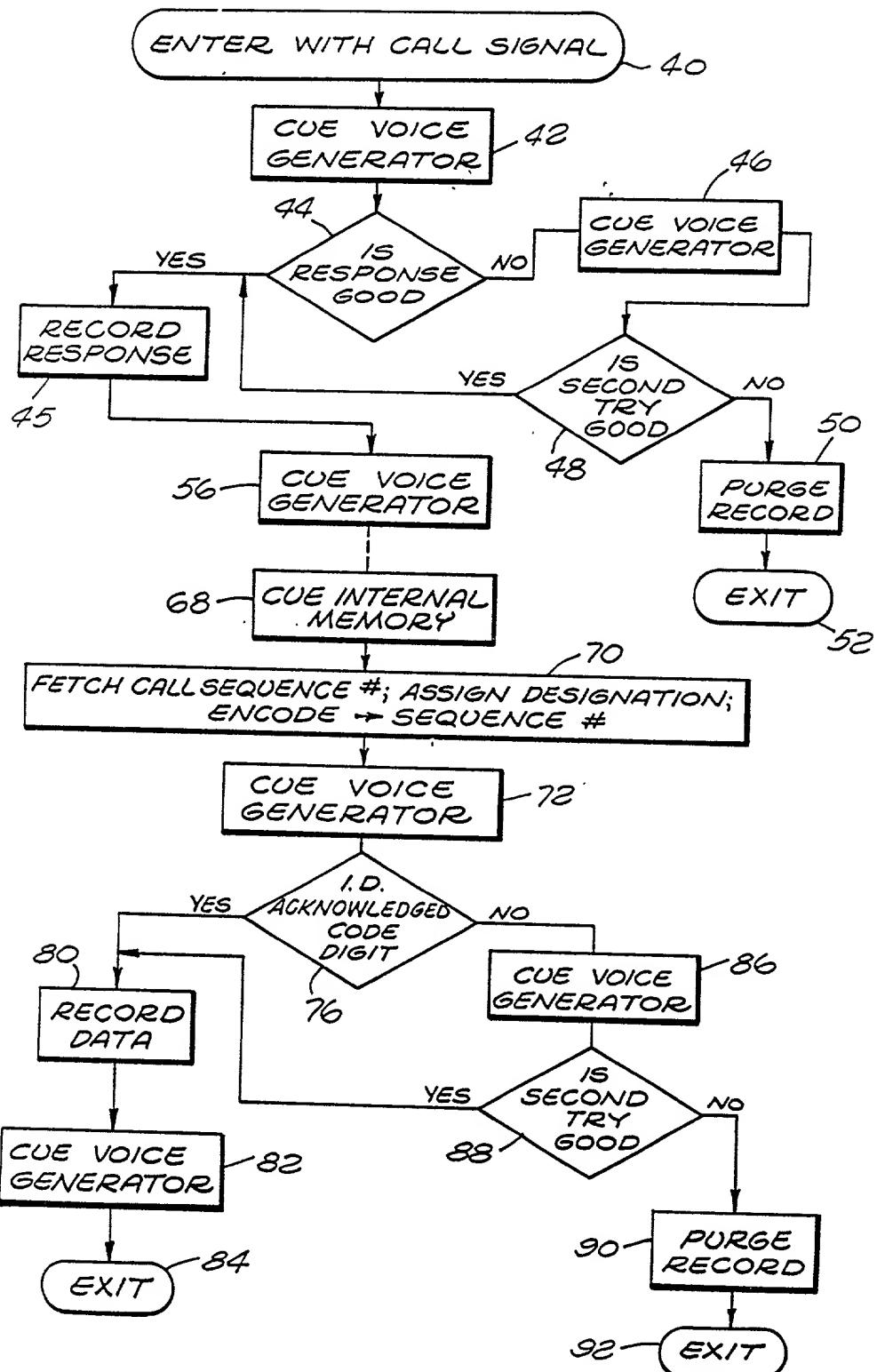


FIG. 3

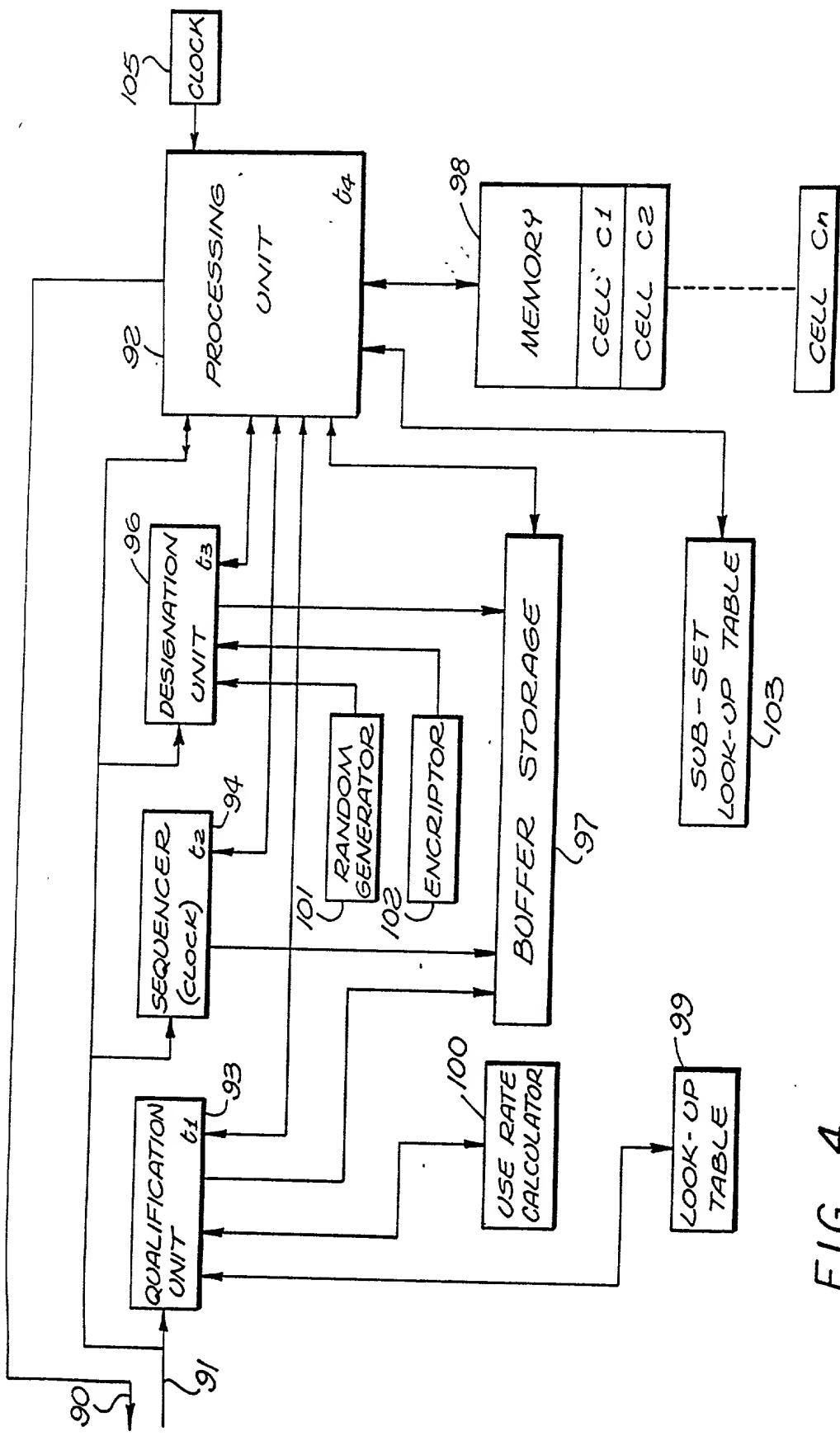


FIG. 4

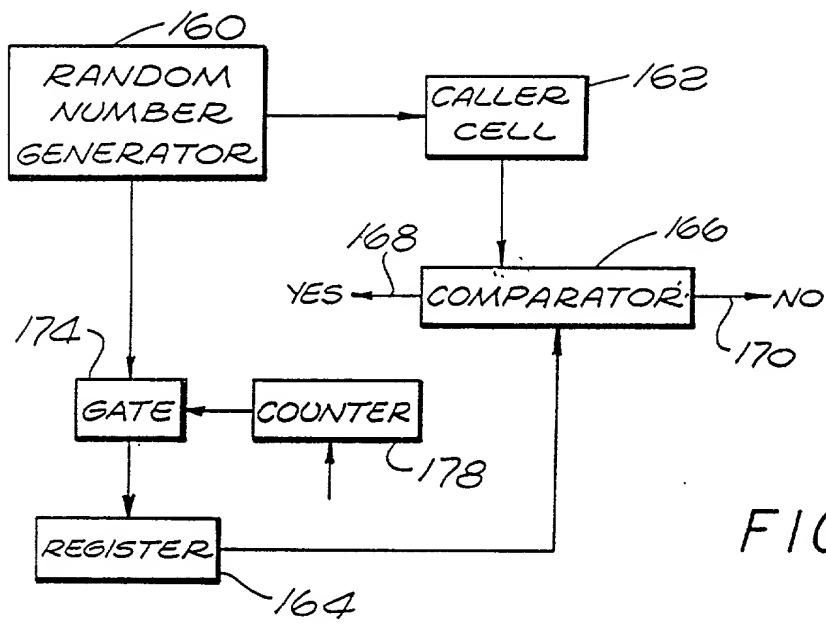


FIG. 6

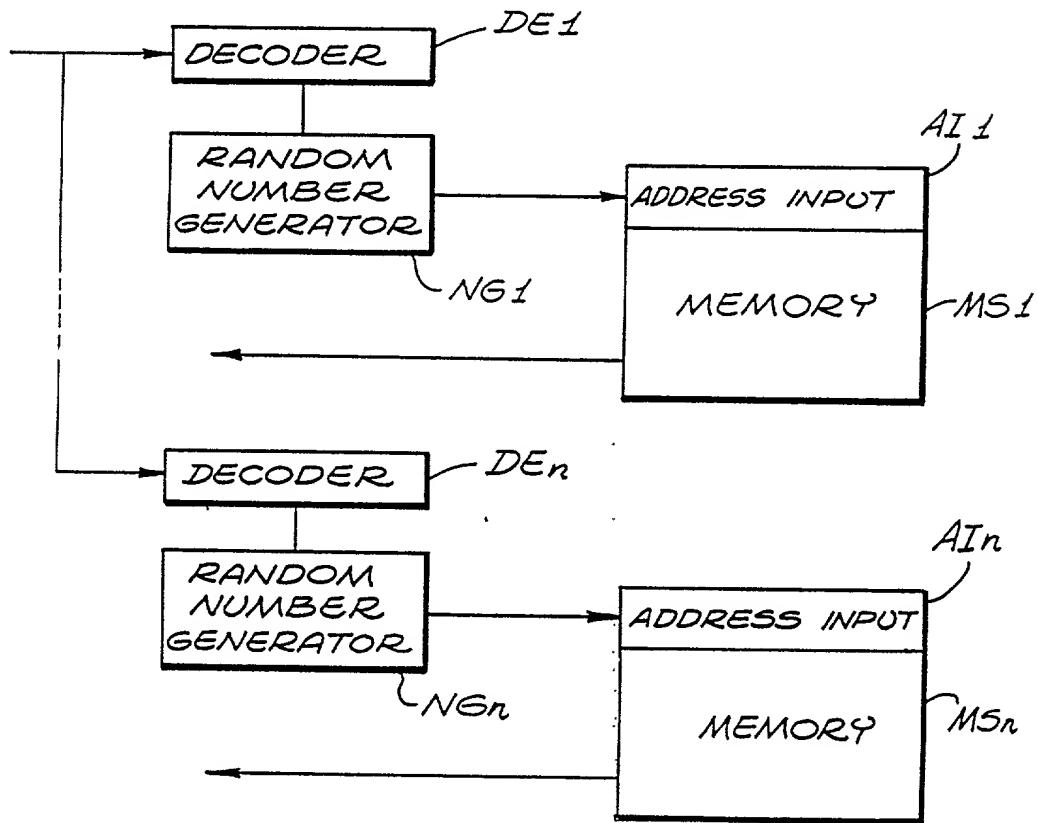
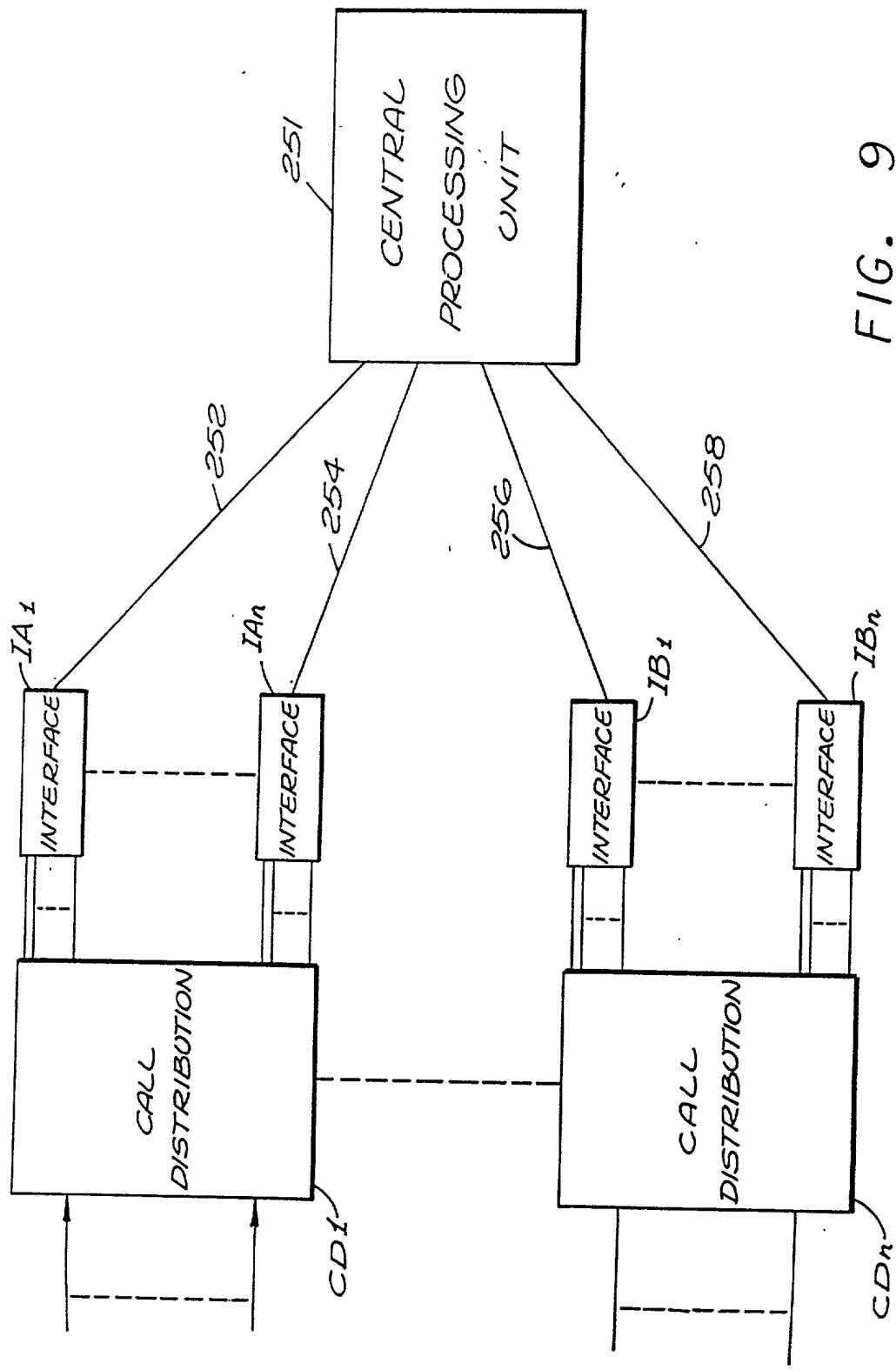


FIG. 8

FIG. 9



Declaration, Power of Attorney, and Petition

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled **TELEPHONIC-INTERFACE STATISTICAL ANALYSIS SYSTEM**.

(check one) is attached hereto. was filed on _____ as the specification of which Application Serial No. _____ and was amended on _____ as (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code § 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)

NONE			Priority claimed	
(Number)	(Country)	Day month year filed	<input type="checkbox"/>	<input type="checkbox"/>
(Number)	(Country)	Day month year filed	<input type="checkbox"/>	<input type="checkbox"/>
(Number)	(Country)	Day month year filed	<input type="checkbox"/>	<input type="checkbox"/>
1018,244	February 24, 1987		<input type="checkbox"/>	<input type="checkbox"/>
(Application Serial No.)	(Filing date)		Yes	No
753,299	July 10, 1985		<input type="checkbox"/>	<input type="checkbox"/>
(Application Serial No.)	(Filing date)		Yes	No

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

1018,244 February 24, 1987 pending
 (Application Serial No.) (Filing date) (Status) (patented pending abandoned)
 753,299 July 10, 1985 abandoned
 (Application Serial No.) (Filing date) (Status) (patented pending abandoned)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

And I hereby appoint B. G. Nilsson (Reg. No. 17,350)
 201 North Figueroa Street
 Fifth Floor
 Los Angeles, California 90012
 (213) 977-1001

my attorney with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

Wherefore I pray that Letters Patent be granted to me for the invention or discovery described and claimed in the foregoing specification and claims, and I hereby subscribe my name to the foregoing specification and claims, declaration, power of attorney, and this petition.

Full name of sole or first inventor Ronald A. Katz
 Inventor's signature *Ronald A. Katz* Date *5/4/88*
 Residence Los Angeles, California
 Citizenship U.S.A.
 Post Office Address 570 South Mapleton Drive, Los Angeles, California 90024

Full name of second joint inventor, if any
 Second Inventor's signature Date
 Residence
 Citizenship
 Post Office Address

(Supply similar information and signature for third and subsequent joint inventors.)

POWER OF ATTORNEY

The undersigned, appointed principal attorney in the accompanying application of: Ronald A. Katz

for: TELEPHONIC-INTERFACE STATISTICAL ANALYSIS SYSTEM

executed on: May 4, 1988

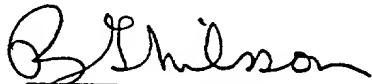
hereby appoints:

<u>Attorney</u>	<u>Registration No.</u>
Billy A. Robbins	18,313
Lewis M. Dalgarn	20,415
Robert Berliner	20,121
M. John Carson	25,090
Harold E. Wurst	22,183
Michael S. Elkind	28,710
Gregory B. Wood	28,133
Robert A. Green	28,301
H. Adam Cochran	29,373
Michael A. Kondzella	18,013
Michael C. Schiffer	30,215
G. Keith deBrucky	29,145

all partners and associates of Nilsson, Robbins, Dalgarn, Berliner, Carson & Wurst, associate attorneys in said application, to prosecute this application, and to transact business in the Patent and Trademark Office connected with this application; and I hereby give Thomas J. Lannon, Registration No. 18,417, the power to inspect the application papers, to prosecute this application, and to transact business in the Patent and Trademark Office connected with this application.

Please address all correspondence to Nilsson, Robbins, Dalgarn, Berliner, Carson & Wurst, 201 North Figueroa Street, Los Angeles, California 90012.

Date: May 11, 1988



Byard G. Nilsson
Registration No. 17,350

Docket No.: 3194-102A2

(213) 977-1001

PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ronald A. Katz)
Serial No.: 07/335,923) Examiner: T. Brown
Filed: April 10, 1989) Art Unit: 2601
For: TELEPHONIC-INTERFACE)
STATISTICAL ANALYSIS SYSTEM)
New Docket No.: 6646-101N1)
(Previous Docket No.: 4646-101N))

POWER OF ATTORNEY BY ASSIGNEE

Commissioner of Patents
and Trademarks
Washington, D. C. 20231

Sir:

I, Ronald A. Katz, am the President of A2D Corporation,
a California corporation, which corporation is a general partner
of A2D, L.P., a California limited partnership, which limited
partnership is a general partner of RONALD A. KATZ TECHNOLOGY
LICENSING, L.P., a California limited partnership and assignee of
the entire right, title and interest in the application for
United States Letters Patent entitled TELEPHONIC-INTERFACE
STATISTICAL ANALYSIS SYSTEM, and am authorized to sign on its
behalf.

The Assignment of this application to RONALD A. KATZ
TECHNOLOGY LICENSING, L.P., has been submitted to the Assignment
Branch and was received on September 26, 1994.

I have reviewed the foregoing document and hereby certify
that, to the best of my knowledge and belief, title to the

subject matter of this patent application is in RONALD A. KATZ
TECHNOLOGY LICENSING, L.P.

I hereby appoint: Byard G. Nilsson, Reg. No. 17,350, Harold E. Wurst, Reg. No. 22,183, Robert A. Green, Reg. No. 28,301, Anne Wang, Reg. No. 36,045, all members of the bar of one or more states, Reena Kuyper, Patent Agent, Reg. No. 33,830, all of the law firm of Nilsson, Wurst & Green, 707 Wilshire Blvd., 32nd Floor, Los Angeles, California 90017; and Thomas J. Lannon, Registration No. 18,417, 105 Whittier St., NW, Washington, DC 20012, to prosecute this application and to transact all business in the United States Patent and Trademark Office in connection therewith.

Please send all correspondence to:

NILSSON, WURST & GREEN
707 Wilshire Blvd., 32nd Floor
Los Angeles, California 90017
U.S.A.

Telephone (213) 243-8000

RONALD A. KATZ TECHNOLOGY
LICENSING, L.P., a California limited
partnership,

By: A2D, L.P., a California limited
partnership, its general partner

By: A2D Corporation, a California
corporation, its general partner

By: Ronald A. Katz
Ronald A. Katz
President,
A2D Corporation

Attorney Docket No. 6646-101N1
6646-101N1.poa

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:) Group Art Unit: 2601
Ronald A. Katz) Examiner: T. Brown
Serial No. 08/473,320)
Filed: June 7, 1995)
For: TELEPHONIC-INTERFACE STATISTICAL)
ANALYSIS SYSTEM)
Dkt. No.: 228/024)
(previous dkt. nos. 9002-1B670USC and 6646-101NE))

REVOCATION AND GRANT OF POWER OF ATTORNEY

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

All powers of attorney granted before are revoked.

I, Ronald A. Katz, am the president of A2D Corporation, a California corporation, which corporation is a general partner of A2D, L.P. a California limited partnership, which limited partnership is a general partner of RONALD A. KATZ TECHNOLOGY LICENSING, L.P., a California limited partnership, the assignee owning all of the interest in this application, and by virtue of the foregoing relationships I execute this document on its behalf to appoint as its attorneys and representatives, with full powers of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office

connected with it, David B. Murphy, Reg. No. 31,125, and Reena Kuyper, Reg. No. 33,830 (registered patent agent); and

Roland N. Smoot, Reg. No. 18,718; Conrad R. Solum, Jr., Reg. No. 20,467; James W. Geriak, Reg. No. 20,233; Robert M. Taylor, Jr., Reg. No. 19,848; Samuel B. Stone, Reg. No. 19,297; Douglas E. Olson, Reg. No. 22,798; Robert E. Lyon, Reg. No. 24,171; Robert C. Weiss, Reg. No. 24,939; Richard E. Lyon, Jr., Reg. No. 26,300; John D. McConaghy, Reg. No. 26,773; William C. Steffin, Reg. No. 26,811; Coe A. Bloomberg, Reg. No. 26,605; J. Donald McCarthy, Reg. No. 25,119; John M. Benassi, Reg. No. 27,483; James H. Shalek, Reg. No. 29,749; Allan W. Jansen, Reg. No. 29,395; Robert W. Dickerson, Reg. No. 29,914; Roy L. Anderson, Reg. No. 30,240; David Murphy, Reg. No. 31,125; James C. Brooks, Reg. No. 29,898; Jeffrey M. Olson, Reg. No. 30,790; Steven D. Hemminger, Reg. No. 30,755; Jerrold B. Reilly, Reg. No. 32,293; Paul H. Meier, Reg. No. 32,274; John A. Rafter, Jr., Reg. No. 31,653; Kenneth H. Ohriner, Reg. No. 31,646; Mary S. Consalvi, Reg. No. 32,212; Lois M. Kwasigroch, Reg. No. 35,579; Robert C. Laurenson, Reg. No. 34,206; Carol A. Schneider, Reg. No. 34,923; Hope E. Melville, Reg. No. 34,874; Michael J. Wise, Reg. No. 34,047; and Richard J. Warburg, Reg. No. 32,327;

all of LYON & LYON, First Interstate World Center, 633 West Fifth Street, Suite 4700, Los Angeles, California 90071-2066, telephone: (213) 489-1600.

The Assignment of this application to RONALD A. KATZ TECHNOLOGY LICENSING, L.P., was recorded on September 26, 1994, on Reel 7133, Frames 95-100.

Also, I have reviewed the assignment documents and hereby certify that, to the best of my knowledge and belief, title to the subject matter of this application is with RONALD A. KATZ TECHNOLOGY LICENSING, L.P.

Date: 9/18/97 By: Ronald A. Katz
Ronald A. Katz
President
A2D Corporation